



# Having the **Right Tools** to Fill the Experience Gap

THE CHALLENGES OF ALWAYS-ON NETWORK  
CONNECTIVITY, AND HOW TO SOLVE THEM



# The Evolution of the Modern Network //

When we imagine a fully interconnected, Internet of Everything world, it might look something like Cisco's 2010 "[Tomorrow Starts Here](#)" campaign, where machines talk to machines talk to humans—intuitively, intelligently, and autonomously.

Though we're not quite there yet, communication networks have evolved. Networks have shifted away from hardware stacks towards software development networks, ushering in a digital era where tools and platforms can monitor their performance and, ostensibly, talk to each other.

Over the last dozen years, networks have grown exponentially, both in size and complexity. To manage this complexity, countless monitoring tools have been developed—to great profit and (arguably) middling results.

We have a deep need and desire to connect. Everything in the history of communication technology suggests we will take advantage of every opportunity to connect more richly and deeply. I see no evidence for a reversal of that trend.

— Peter Morville

*Co-author of Information Architecture for the World Wide Web*



# The Decreasing Capacity of Human Resources //

Over this same period, the network engineers who ushered in this transition began retiring. Now, seasoned knowledge workers are being replaced by less experienced engineers and technicians who are also additionally hamstrung by growing workloads, bloated tech stacks, inflexible tools, and overwhelming amounts of data.

Few monitoring systems are capable of intelligent interpretation. Technicians are largely forced to manually process the data: cross-referencing alerts across multiple systems, sifting through notifications to separate the trivial from the significant, laboriously entering information into tickets.

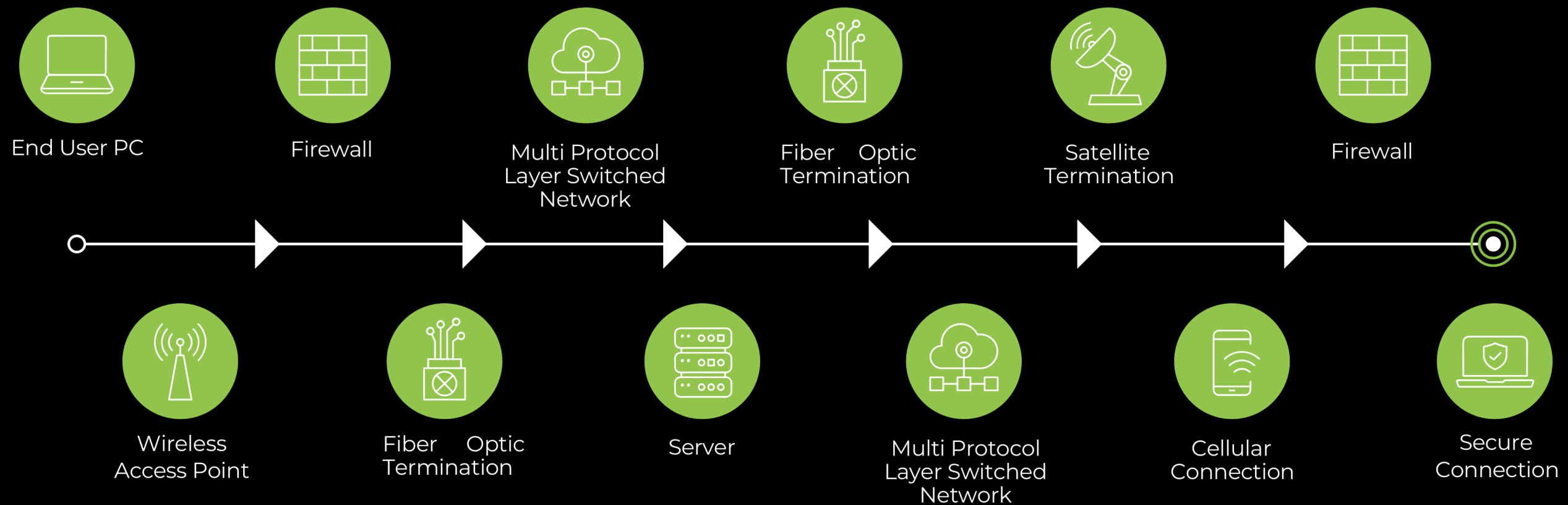
With the promise of fully self-managing networks still on some indeterminately distant horizon, and the effective capacity of operators decreasing, it's little wonder there are gaps in turning data into insight and insight into action.

# Connectivity is Complicated //

In an ideal world, networks would have 100% uptime. But we don't live in that world.

Networks are complicated, and are only getting more so. With so many components, issues are more a question of "when" than "if."

Finding and resolving the cause of an interrupted connection is the art of the network engineer—one that becomes more challenging by the day.

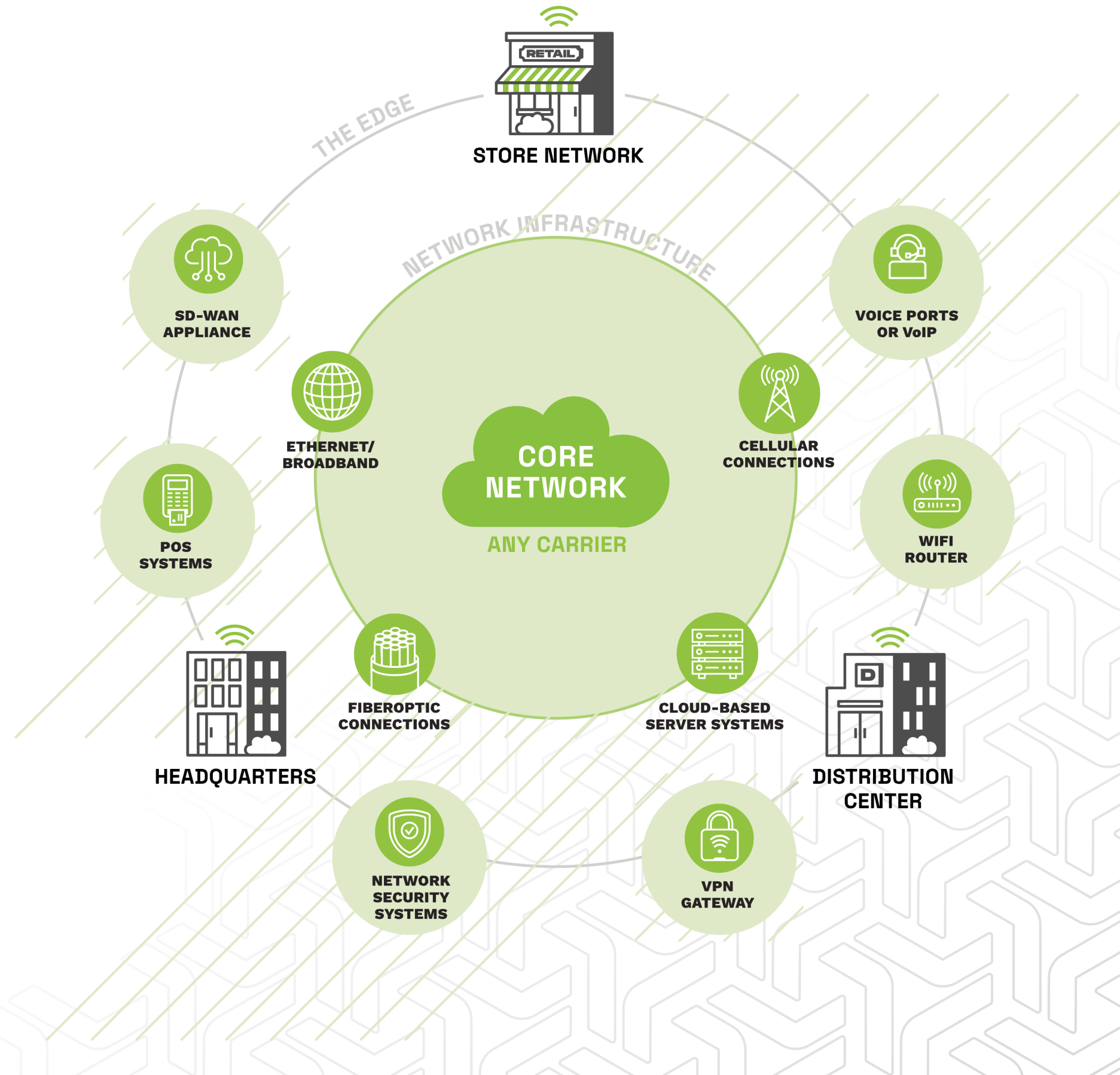


# The Truth is Out There... Somewhere //

The share of the WAN provider market taken up by cellular networks is continually growing. And cellular connections are far more complex to troubleshoot and remediate than traditional wireline connections.

To offer the best quality of service and the broadest coverage, cellular circuits might cross multiple carriers. In an outage, this creates significant difficulty. One affected peering point can take down the whole circuit. But carriers have little incentive to be transparent. Instead, they often prefer to evade responsibility, buying themselves more time to investigate and transferring any risks back to the WAN manager. Without full visibility across the circuit, engineers and technicians are stuck in extended games of virtual hot potato, trying to pinpoint the true point of failure.

For teams racing the clock, this has very real and very costly repercussions, especially with SLAs on the line.

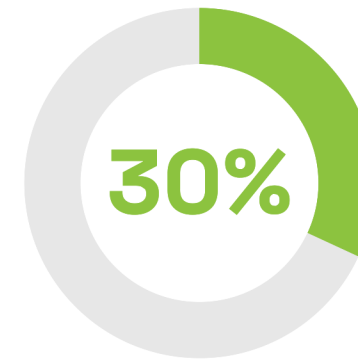


# Unlocking the Insights in Data //

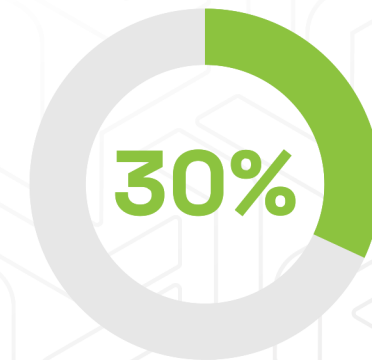
Being able to access all the data across the circuit doesn't automatically mean being able to draw out actionable insights from the data, either.

Even with the sophisticated monitoring solutions of today, there remain a number of challenges that these solutions don't address: limited communication between platforms; inflexible tools that focus narrowly on data aggregation and lack the ability to highlight trends; solutions that require proprietary software to implement, forcing vendor lock-in; and the ever-present frustration of too many alerts.

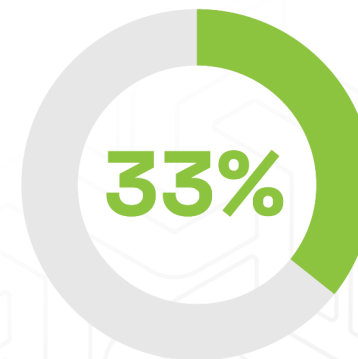
To effectively leverage the vast quantities of data at hand is no longer a question of adding more tools, but rather, finding the right tool.



**Difficult to implement and use observability tools/systems**



**Tools are producing too many alerts**



**Difficult to facilitate exchanges and interactions among multiple observability solutions**

# Finding the Right Tool //

To unlock the true power of your data, empower intelligent decision-making and provide visibility from the edge to the engineer, look for a unified WAN optimization engine that provides:

- Unimpeded visibility across the entire network
- Comprehensive data centralization in one single source of truth
- An intuitive user experience that puts the important data front and center
- Personalized tickets that provide enough context to determine next steps
- Native integration with key components, including carriers, OEMs and incident management tools
- Intelligent prioritization of alerts without need of intervention from a human operator
- Clear, real-time data, with easy-to-use analytics and reporting functions
- The ability to track performance trends in historical data to inform future decision-making
- Automated ticketing and incident routing to reduce administrative overhead
- Excellent customer support from a team of experts who understand your business needs

# Say Hello to IntelliTrex //

Our unified WAN optimization engine, IntelliTrex, checks off every box and more. What does that mean for you?



## Save time.

See everything you need in one place without having to jump between multiple tools across the network. Cut down on time spent gathering information, identifying issues, and correlating events across components.



## See more.

Easily monitor WAN activity and track the flow of data across the network. Troubleshoot more efficiently, resolve issues faster, and gain a better understanding of WAN performance with seamless visibility from edge to engineer.



## Cut through the noise.

Get to the heart of matters. Define and manage threshold conditions. Set intelligent alerts that provide visibility into upstream, downstream or related components. Have the context you need to take action right away.



## Improve KPIs.

Increase node-to-engineer density tenfold, reduce downtime by up to 80%, boost team members' task efficiency ratio, meet or exceed SLA uptime requirements, increase customer satisfaction and improve employee morale.





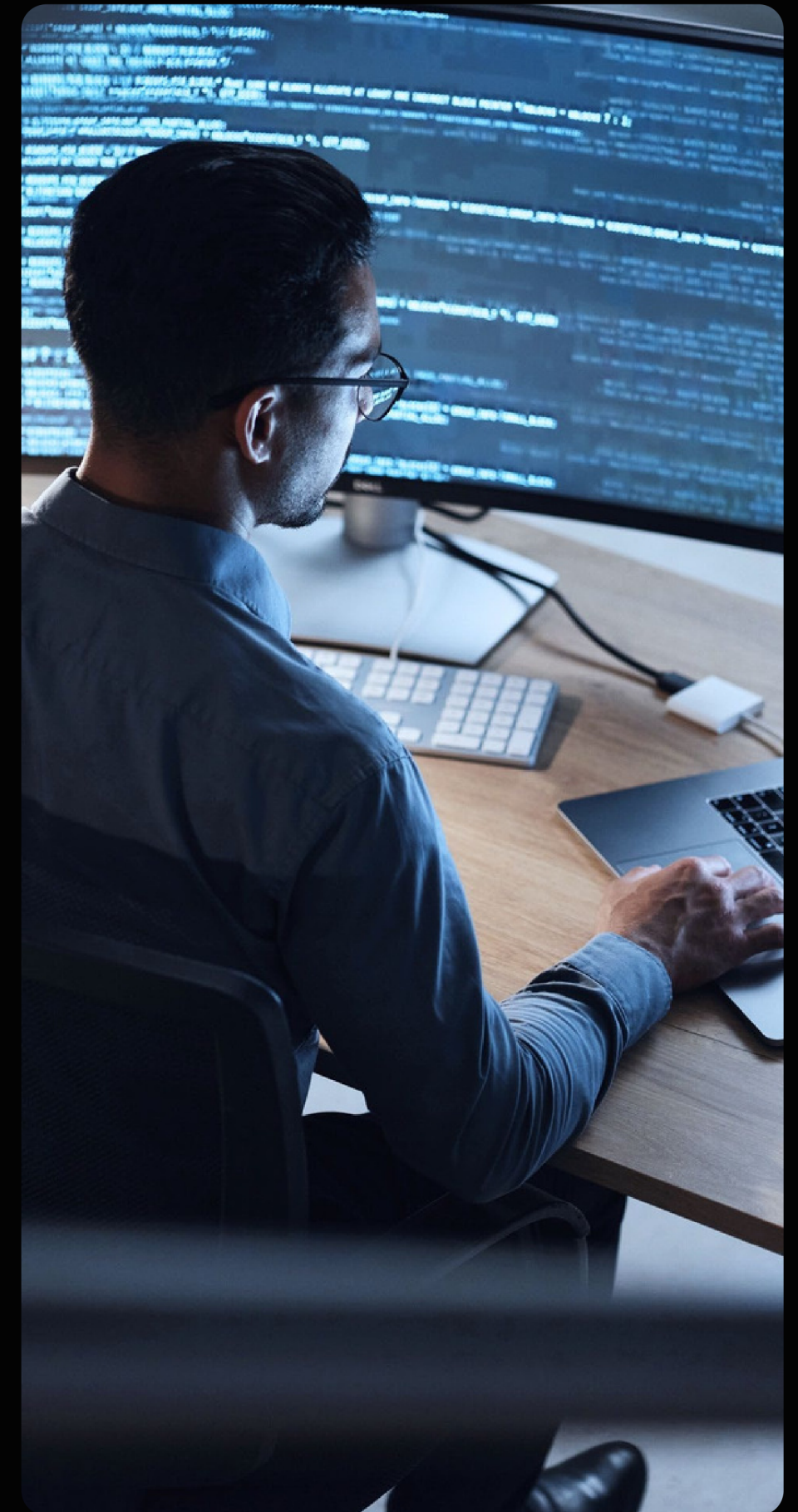
## The Right Tool Built by the Right Team //

The truth is, technology is smart, but not human-smart. Experience still counts for something—a lot of things, actually.

Our industry is unique, and your business is unique. The challenges you face and the requirements you have aren't going to be straightforward, and they're not going to look like anyone else's, either.

This is where experience comes in. We built IntelliTrex specifically for WAN managers because that's where we've lived and breathed. We've been where you've been (or somewhere like it) and we're not interested in shoehorning you into a one-size-fits-all tool. Instead, our team of experts will work with you to understand your specific needs, integrate IntelliTrex seamlessly with your existing solutions, and deliver exceptional service at every step. Our commitment to our customers is something that goes beyond algorithms.

Our blend of innovation and experience sets us apart, and we're continually refining what we can offer by combining automation, intelligence and intuition. Some things only human insight can provide. And at Trextel, we have the right humans to help.





## From the Edge to the Engineer.

TrexTel is an expert when it comes to solving the complexity of multi-location, multi-device, WAN management. Our purpose-built unified WAN optimization engine brings visibility and control for mission-critical wireless and wired WAN-dependent devices through our tailored integrations and automation.

Our priority is to combine human and machine intelligence to optimize WAN performance and the teams that support them.

Ready to take the next step? Let's connect.

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