

Unlocking Operational Excellence

Five Ways to Redefine Network Infrastructure Management

Effective network infrastructure management is essential for business success, which is motivating organizations of all sizes to rethink their strategies. This whitepaper highlights transformative approaches from two case studies that improved operations, service quality, and growth potential through better network management.

CONTENT CERTIFIED

by Experts



In this Whitepaper

In today's digitally driven world, managing network infrastructure effectively is no longer optional – it's critical to business success. Organizations across the telecommunications spectrum, from regional broadband providers to multinational data center operators, are reevaluating how they manage, scale, and future-proof their infrastructure. Drawing on two real-world case studies, this paper distills the strategies that helped these organizations transform operations, improve service delivery, and achieve strategic growth.

*Transform operations,
improve service delivery, and
achieve strategic growth.*

- 01** In this Whitepaper
- 02** Key Findings at a Glance
- 03** Introduction
- 04** Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05** Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06** FNT's Recommended Best Practices
- 07** How FNT Network Infrastructure Management Helps
- 08** Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09** About FNT Software

Key Findings at a Glance



Consolidating systems into a unified platform accelerates operations and improves data accuracy.



Integration with ERP and OSS platforms delivers operational alignment and automation.



Geospatial intelligence enhances planning and operational clarity, especially for outside plant management.



End-to-end documentation supports faster troubleshooting and enables next-generation services.

- 01 In this Whitepaper
- 02 **Key Findings at a Glance**
- 03 Introduction
- 04 **Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider**
- 05 **Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment**
- 06 **FNT's Recommended Best Practices**
- 07 **How FNT Network Infrastructure Management Helps**
- 08 **Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure**
- 09 **About FNT Software**

Introduction

To tackle the most pressing challenges in infrastructure management today, best-in-class organizations are adopting centralized infrastructure management platforms. These platforms have proven to be transformative solutions, supporting diverse use cases such as capacity planning, outage resolution, customer service, and scalable documentation.

Infrastructure providers – from global colocation leaders to regional telcos – share a common challenge: how to manage physical and logical assets efficiently across dispersed geographies and teams. Fragmented systems and outdated tools not only slow down operations but also hinder growth and responsiveness. Many network operators – telecoms and data centers alike – grapple with:

- **Fragmented systems:** Disconnected databases and tools make it difficult to gain a unified view of infrastructure, leading to slower issue resolution and planning challenges.

- **Legacy tools:** Outdated software often lacks the agility, integrations, and scalability needed in today's hybrid, high-speed environments.
- **Siloed data:** When information lives in departmental or functional silos, cross-functional collaboration and transparency suffer.

Organizations that overcome these hurdles with centralized, integrated platforms position themselves to not only meet today's challenges – but also innovate for tomorrow.



- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT's Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

Telecoms streamline operations to support fiber growth and digital expansion.



CASE STUDY 1

Transforming Network Operations for a Regional Telecommunications Provider

A mid-sized telecommunications provider in the Northwestern United States faced mounting operational complexity amid rapid fiber expansion plans and increased service demands. Serving a geographically vast and rugged region, the company delivers services to both residential and commercial customers and is actively involved in infrastructure projects supported by the Broadband Equity, Access, and Deployment (BEAD) program, an initiative funded by the Infrastructure Investment and Jobs Act (IIJA) that allocates over \$42 billion to expand high-speed internet access across the United States. The goal of this provider: modernize operations, support state-wide digital growth, and attract high-demand workloads such as data centers to the region.



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- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider**
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT's Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

The Challenge: Disconnected Systems, Delayed Responses

Like many infrastructure operators, the organization managed its network using a fragmented patchwork of multiple legacy systems. Core data – customer records, IP assignments, cable inventories, and outage logs – was siloed across ad hoc databases, outdated software, and departmental repositories. This disjointed landscape created several key issues:

- **Troubleshooting Delays:** Outage resolution required manual cross-referencing across multiple systems, lengthening service restoration times.
- **Service Quality Problems:** Lack of signal traceability and infrastructure visibility meant identifying a customer's connection point could involve multiple manual lookups, slowing down response time.
- **Scaling Challenges:** The fragmented setup could not support efficient network planning or the execution of a planned large-scale fiber ring build-out.

- **Operational Blind Spots:** Separate tools for inside and outside plant documentation created gaps in end-to-end infrastructure insight, complicating planning and field operations.

As the provider undertook a major fiber build-out, it faced the added complexity of onboarding new customers while maintaining legacy systems.

The Solution: A Unified Infrastructure Management Platform

The provider turned to FNT Command to centralize its infrastructure documentation and management. The solution consolidates all network domains – physical, logical, and virtual – into a single authoritative platform, enabling unified visibility and control. Key features included:

- **Cable and Outside Plant Tools** for managing both active and passive network components, from central offices to customer endpoints.



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- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT's Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

- **Inside Plant Tools** that provide full signal traceability from rack ports to handholes, facilitating fast issue diagnostics and improved service transparency.
- **GIS Visualization** of fiber routes, ducts, trenches, and access points with FNT GeoMaps since integrating GIS into fiber planning and deployment workflows can help significantly reduce design, data-prep, and permitting time.
- **Integration Tools** that support REST APIs, event processing, and reconciliation for OSS operations.

FNT Software is able to deliver both inside and outside plant visibility within a unified system was a major differentiator, as it enables complete end-to-end signal path visualization. This is a game changer for troubleshooting and service planning.

The Results: A Scalable Foundation for Future Growth

The new platform positions the provider to support its rapid growth and fiber expansion initiatives. Early outcomes already indicate transformational impact. Full operational rollout will deliver:

- ✔ **Faster Fault Resolution:** Streamlined outage identification and remediation with centralized documentation and visual signal tracing.
- ✔ **Improved Customer Service:** End-to-end signal tracing and connection visibility speed up activations and troubleshooting.
- ✔ **Efficient Billing & Service Management:** Integrated systems automate service activations/deactivations based on customer status to automate billing and reduce revenue leakage.
- ✔ **Streamlined Network Planning:** A unified environment supports scalable, data-driven fiber deployment projects.



// simplify complexity

- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT's Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

✔ **Reduced Complexity:** Consolidation of 12 systems into a single platform enhances data accuracy and operational agility.

This transformation positioned the organization to act as a digital enabler for its region – supporting high-speed broadband, digital inclusion, and long-term economic development through improved connectivity infrastructure.

Lessons and Strategic Takeaways

This case illustrates that digitally transforming operations is a business enabler. For telcos, especially those undergoing rapid expansion, integrated infrastructure management is the foundation for scaling services and maintaining competitiveness.

🎯 **Centralized Infrastructure Management is Critical for Growth:** A unified infrastructure management platform like FNT Command significantly improves service reliability and enables proactive planning by allowing for end-to-end visibility across both inside and outside plant networks, faster diagnostics and resolution, and seamless scaling as the network expands.

🎯 **Operational Complexity Increases with Digital Expansion:** Rapid growth adds operational pressure. Modernizing IT and network operations is foundational to meeting the expectations of both regulators and end-users.

🎯 **Signal Traceability and Infrastructure Visibility are Game Changers:** These tools allow technicians to pinpoint faults faster and engineers to optimize network builds and extensions.

🎯 **Integration Capabilities Enable Long-Term Agility:** An open, integrable platform future-proofs the network and lays the foundation for automation.

🎯 **Modernization Pays Off in Multiple Areas:** Strategic digital infrastructure investment enables faster fault resolution and improved SLAs, improved revenue assurance through automated billing and accurate service status tracking, and simplified network planning. Large-scale fiber deployments become manageable and data accuracy improves through system consolidation.



// simplify complexity

- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 **Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider**
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT's Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 **Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure**
- 09 About FNT Software

Global data center providers are modernizing operations to scale with rapid international growth and overcome legacy system limitations.

CASE STUDY 2

Scaling Infrastructure Management in a Global Data Center Environment

A leading global provider of data center and interconnection services faced the challenge of scaling operations across a rapidly expanding international footprint. With over 300 sites in 25 countries, the organization had grown through acquisitions and organic demand, but legacy systems were increasingly unable to keep pace with this growth.

The Challenge: Fragmentation, Inefficiencies, and Complexity

The customer's infrastructure management relied on a fragmented mix of outdated tools: spreadsheets, AutoCAD drawings, and siloed mainframe software for patch and power management.



// simplify complexity

- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 **Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment**
- 06 FNT's Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

These tools, while once sufficient, were not scalable, lacked integration, and limited visibility across teams and geographies.

As the volume and complexity of cross-connects, leased lines, and meet-me rooms grew (exceeding 200,000 documented connections globally), this fragmentation created major bottlenecks in:

- **Capacity Planning:** Difficulty forecasting space, power, and port utilization hindered proactive planning.
- **Asset Documentation:** Inconsistent and outdated inventory data delayed troubleshooting and service delivery.
- **Acquisition Integration:** Merging infrastructure data from newly acquired entities became a resource-intensive process.
- **Cross-Team Coordination:** Disparate systems made collaboration between operations, finance, and customer service teams cumbersome and error-prone.

To support continued growth and improve internal alignment, a unified infrastructure management approach became imperative.

The Solution: Centralized, Scalable Infrastructure Intelligence

The organization implemented FNT Command as the foundation for its global Data Center Infrastructure Management (DCIM) strategy. Starting with cross-connect inventory, the rollout expanded to include a wide range of capabilities over time, including:

- **Unified Inventory Management** for telco cabling, meet-me rooms, and inside/outside plant. Comprehensive documentation of telco infrastructure spanned inside plant components (rooms, racks, ports) to outside plant (ducts, handholes, inter-building connectivity).
- **Capacity Planning** for space, power, and ports across all data centers. Tools to manage and model power consumption, space availability, and port usage are critical for planning expansions and optimizing sellable capacity.
- **GIS Visualization** with FNT GeoMaps for managing external infrastructure. Visual mapping of external infrastructure supports spatial planning and field operations.



// simplify complexity

- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT's Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

- **Configurable Architecture** enables tailoring to unique workflows and business models.
- **Cross-System Integration** with ERP, billing platforms, and customer portals.
- **Workflow and Operations Management** to streamline work order processing, improve accountability, and speed up service turn-up times.

This flexible, centralized system enables global standardization and supports a wide range of use cases, while a phased rollout enabled the company to build momentum, gain user adoption, and expand platform use across all business units.

The Results: Empowering Global Operations with Standardization & Visibility

The platform now supports 40 concurrent users across more than 300 global sites, up from 10 users managing 22 sites at rollout. Key outcomes include:

- ✔ **Scalable Growth Enablement:** New acquisitions are rapidly integrated using the standardized FNT Software documentation model, ensuring consistent data and operational continuity.
- ✔ **Faster Incident Response:** What once took days – resolving a cross-connect issue or locating infrastructure dependencies – now takes minutes thanks to real-time asset visibility and dependency analysis.
- ✔ **Improved Planning and Forecasting:** Power, space, and port consumption trends can be analyzed portfolio-wide, enabling smarter decisions around procurement, tenant onboarding, and infrastructure investments.
- ✔ **Enterprise-Wide Transparency:** Centralized infrastructure data now supports cross-functional use – from the network operations center (NOC) and sales teams to finance and customer portals.
- ✔ **Enhanced Customer Experience:** Teams can deliver services faster, resolve requests with greater confidence, and respond proactively to capacity and performance needs.



// simplify complexity

01	In this Whitepaper
02	Key Findings at a Glance
03	Introduction
04	Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
05	Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
06	FNT's Recommended Best Practices
07	How FNT Network Infrastructure Management Helps
08	Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
09	About FNT Software

Lessons and Strategic Takeaways

This case offers valuable lessons for any organization managing complex digital infrastructure across a global or multi-site environment:

Start Small, Scale Strategically: Beginning with a focused use case (cross-connect inventory) enabled the organization to demonstrate early value, build user confidence, and expand the platform incrementally without overwhelming internal teams.

Unify for Visibility and Control: Consolidating inside and outside plant data into a single, integrated system delivered end-to-end visibility, reducing operational blind spots and enabling faster issue resolution across teams and time zones.

Tailor the System to the Business: A flexible architecture allowed for custom workflows, terminology, and data models that aligned with the company's operational realities. This improved adoption and ensured long-term relevance.

Prioritize Integration from the Outset: By investing in open APIs and ERP/OSS alignment early in the deployment, the company ensured infrastructure data could flow efficiently across the enterprise.

Use Documentation as a Strategic Asset: Treating infrastructure documentation not as a static record but as a living, central asset unlocked opportunities in capacity planning, incident response, and service innovation.

This approach has enabled the organization to standardize globally, integrate acquired assets seamlessly, and future-proof operations for continued growth and digital service delivery. With FNT Command as the central system supporting infrastructure planning, customer service delivery, and strategic growth, this data center leader is well-positioned to scale confidently and operate more efficiently across its expanding global portfolio.



- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT's Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

FNT's Recommended Best Practices

Best Practice #1

Consolidate Disparate Systems

The Challenge:

Many network operators rely on a patchwork of legacy tools for documenting infrastructure: Excel spreadsheets, custom databases, CAD files, and standalone software. This fragmentation leads to inconsistent data, limited visibility, and duplicated efforts across teams.

The Solution:

Consolidate all infrastructure data – physical, logical, and virtual – into a single, unified documentation platform like FNT Command. A centralized system becomes the authoritative source of truth, supporting consistent workflows and enterprise-wide visibility.

The Impact:

- Real-time, cross-functional access to accurate infrastructure data
- Reduced risk of errors and duplicated work
- Faster outage resolution due to consolidated asset records
- Improved onboarding and service delivery times

Case Study Tie-In:

Both the regional telco and the global data center operator replaced multiple legacy systems with FNT Command, significantly reducing operational complexity and enabling more efficient asset tracking and network operations.

Best Practice #2

Leverage Visual and Geospatial Tools

The Challenge:

Network infrastructure is inherently geographically distributed, yet most documentation systems lack geospatial context. This absence hampers planning, especially for outside plant management, where physical locations and environmental conditions are critical.

The Solution:

Incorporate GIS capabilities using tools like FNT GeoMaps to bring spatial intelligence into infrastructure documentation. Map elements such as ducts, trenches, handholes, pathways, and building connections to gain visual insight and support field operations.

The Impact:

- Location-based decision-making for expansions and repairs
- Efficient routing and deployment of new fiber
- Clear visibility into inter-building and inter-site connections
- Faster troubleshooting and improved technician productivity

Case Study Tie-In:

The telco used GIS integration to manage its fiber build-out. The data center operator applied FNT GeoMaps to visualize outside plant connectivity across global campuses, improving planning and fault resolution.

- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 **FNT's Recommended Best Practices**
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

Best Practice #3

Customize and Integrate to Fit the Business Model

The Challenge:

Off-the-shelf tools often impose rigid workflows that don't align with a company's processes or IT ecosystem. This mismatch creates inefficiencies and limits the ability to integrate with ERP, OSS, and customer-facing systems.

The Solution:

Select a solution that is highly configurable and supports open integration – through REST APIs, data reconciliation engines, and custom modules. Infrastructure documentation should complement your business architecture, not constrain it.

The Impact:

- Seamless data exchange with surrounding systems such as billing, ERP, and CRM
- More accurate and timely business reporting
- Ability to support complex workflows such as onboarding, billing automation, or provisioning
- Strategic alignment with broader digital transformation goals

Case Study Tie-In:

The global data center provider integrated FNT Command with Oracle ERP and customer portals, creating a unified digital backbone.

Best Practice #4

Focus on Operational Efficiency and Future Readiness

The Challenge:

Infrastructure documentation is often treated as a static archive, rather than a strategic tool. This mindset limits the ability to automate, forecast, and respond to dynamic business needs.

The Solution:

Leverage infrastructure management as an engine for automation, real-time insights, and operational agility. This includes implementing automated workflows for service activation/deactivation, signal tracing, fault impact analysis, and capacity forecasting.

The Impact:

- Reduced Mean Time to Repair (MTTR) through faster root-cause analysis
- Data-driven planning for future build-outs and redundancy modeling
- Enhanced customer experiences with quicker onboarding and self-service
- Greater resilience through scenario modeling and impact visualization

Case Study Tie-In:

The telco will reduce troubleshooting times and accelerate customer service using automated connectivity tracking and billing workflows. The data center operator used capacity planning tools to optimize space, power, and port allocation globally.

- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT's Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

Best Practice #5

Enable End-to-End Visibility

The Challenge:

Documenting inside plant (e.g., racks, ports, cabling) and outside plant (e.g., trenches, manholes, ducts) in separate systems leads to fragmented visibility and operational blind spots – especially in troubleshooting or expansion planning.

The Solution:

Unify inside and outside plant documentation within a single platform. Use integrated tools for signal tracing, location mapping, and cross-domain visualization to get a complete picture of your infrastructure from endpoint to endpoint. Doing so often reduces planning time, speeds up provisioning time, and reduces network downtime.

The Impact:

- True end-to-end infrastructure visibility
- Better coordination between field and NOC teams
- Smoother fiber build-outs and expansions
- Improved SLAs due to faster diagnostics and issue resolution

Case Study Tie-In:

Both featured companies implemented combined documentation using FNT Command and FNT GeoMaps. The result: an integrated view spanning from handholes in the street to ports in the data center – enabling continuity, clarity, and rapid operations.



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// simplify complexity

01	In this Whitepaper
02	Key Findings at a Glance
03	Introduction
04	Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
05	Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
06	FNT's Recommended Best Practices
07	How FNT Network Infrastructure Management Helps
08	Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
09	About FNT Software



How FNT Network Infrastructure Management Helps

FNT’s infrastructure management platform, anchored by FNT Command and enhanced with solutions like FNT GeoMaps and Cable & Outside Plant Management, provides the technological backbone for achieving operational excellence in complex, distributed environments. Whether supporting a rural telco’s fiber rollout or standardizing operations across a global data center portfolio, FNT helps organizations gain control, reduce complexity, and enable smarter decision-making. FNT Command enables:

1. Centralized Control Across All Infrastructure Domains

FNT Command consolidates physical, logical, and virtual network assets into one authoritative platform. This eliminates data silos, streamlines workflows, and ensures all teams – from

- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT’s Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

network operations to customer service – are working from the same, accurate source of truth.

2. Unified Visibility from Port to Pathway

By combining inside plant (racks, ports, cabling) and outside plant (ducts, handholes, fiber routes) documentation into one system, FNT enables true end-to-end visibility. Integrated signal tracing and GIS views help accelerate diagnostics, reduce mean time to repair, and support intelligent planning.

3. Scalable, Modular Architecture

The platform supports phased rollouts and adapting to business needs – from a single use case like cross-connect tracking to full-scale DCIM across hundreds of sites. This modularity enables quick wins and reduces deployment risk while laying the foundation for broader transformation.

4. Visual Intelligence for Smarter Planning

With FNT GeoMaps, infrastructure teams gain powerful geo-spatial visualization of critical assets. This supports more

efficient fiber builds, fault tracing, and expansion planning – especially valuable in rural or multi-building environments.

5. Seamless Integration with the Enterprise Ecosystem

FNT supports open APIs, reconciliation engines, and pre-built connectors to integrate with ERP, OSS, CRM, billing, and customer portals. This flexibility ensures infrastructure data flows securely and accurately across the organization, enabling automation and enterprise-wide insights.

6. Operational Efficiency and Future Readiness

The platform empowers automation for routine and strategic tasks – like service activation, capacity forecasting, and outage impact analysis – enabling faster, more reliable operations today, while preparing organizations for next-generation service delivery tomorrow.

FNT helps infrastructure providers unlock operational excellence. Not just by improving how things work today, but by building a future-ready foundation for long-term success.



// simplify complexity

- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 **Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider**
- 05 **Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment**
- 06 FNT's Recommended Best Practices
- 07 **How FNT Network Infrastructure Management Helps**
- 08 **Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure**
- 09 About FNT Software

Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure

FNT Command empowers organizations to transform infrastructure operations by unifying documentation, enabling strategic visibility, and integrating across the enterprise. Whether for a multinational data center business supporting thousands of cross-connects globally or a fast-growing telco deploying fiber across rural America, the principles remain the same: centralize, visualize, integrate, and scale.

The success of both the regional telco and the global data center operator reveals the universal value of:

- Unified documentation
- GIS-enabled insights
- Flexible integration
- Platform extensibility

By embracing these strategies and following the best practices demonstrated here, organizations can unlock operational excellence, accelerate service delivery, and position themselves for sustainable growth.

DISCOVER HOW FNT CAN HELP YOU!

FNT Command helps infrastructure operators not only overcome today's operational complexities but also lay the groundwork for long-term success. At FNT Software, we recognize the evolving demands of both telcos and data center providers, and we bring deep domain expertise to help meet them. [Contact us](#) to discover how FNT can help you unlock the full potential of your infrastructure or schedule a demo now.

[Request a demo](#)



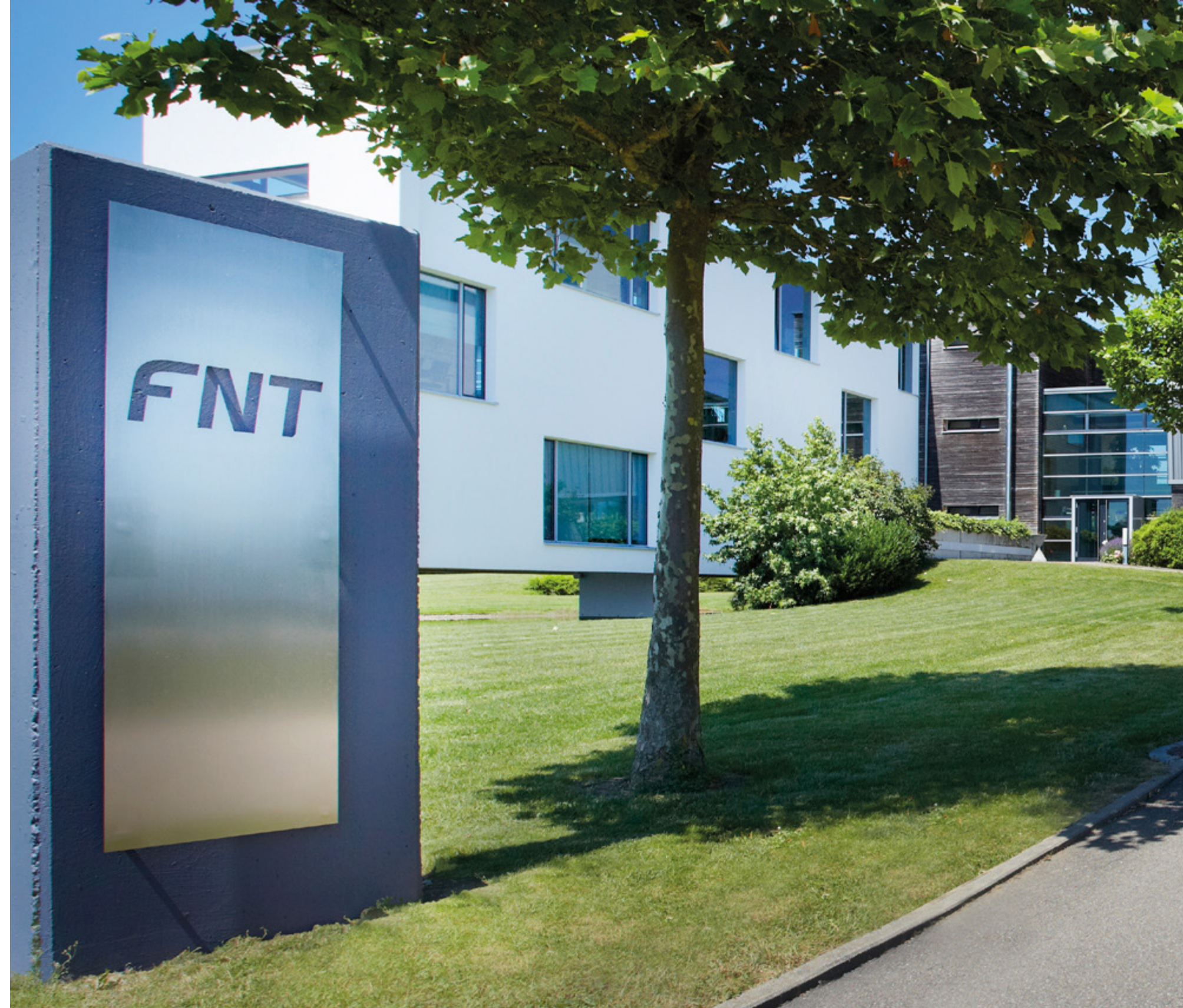
// simplify complexity

- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT's Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software

About FNT Software

FNT Software, headquartered in Ellwangen (Jagst), Germany, simplifies the management of highly complex digital infrastructures in companies and public authorities with its FNT Command Platform. With the cloud-enabled “Software made in Germany”, IT, telecommunications and data center infrastructures can be efficiently recorded as digital twins and documented across all levels from buildings to digital services. The software also offers open interfaces and numerous functions for planning, implementing and automating transformations and changes in an integrated manner. FNT’s customers include more than 500 companies and government agencies worldwide, including more than half of the DAX-40 listed corporations. FNT* operates offices in several locations in Germany as well as in New York, Singapore and Timisoara and has an international partner system with market-leading IT service providers and system integrators.

*Refers to FNT Software GmbH, including its subsidiaries, and FNT Services GmbH.



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// simplify complexity

- 01 In this Whitepaper
- 02 Key Findings at a Glance
- 03 Introduction
- 04 Case Study 1: Transforming Network Operations for a Regional Telecommunications Provider
- 05 Case Study 2: Scaling Infrastructure Management in a Global Data Center Environment
- 06 FNT’s Recommended Best Practices
- 07 How FNT Network Infrastructure Management Helps
- 08 Conclusion: Redefine Your Network Infrastructure Management with a Shared Vision of Intelligent Infrastructure
- 09 About FNT Software