



## Success Story

Norwegian IT Company Services Clients Remotely with Nebula Cloud Solution



SMB



Com-Net



Norway



Zyxel  
Nebula  
Solution

## Overview

### Challenges

- Provide remote IT service to customers across a large region
- Eliminate the need for IT staff to travel to distant locations to provide on-site service

### Benefits

- Customers in remote regions can receive direct support from Com-Net headquarters
- Time and money saved by not having to provide on-site support
- High return on investment
- Excellent benefit-cost ratio

### Solutions

- Zyxel Nebula Cloud Solution

"The biggest advantage with Nebula is definitely the simplicity – it is easy to maintain and configure and you can always count on it to work. There are never any misunderstandings when Nebula is involved."

Christian Lehmann  
IT consultant at Com-Net

# ZYXEL

## Background

Com-Net is a Norwegian technology company that launched in 2009. The company specialized in professional telecommunication, fiber, and computer networks for companies located in the south-western parts of Norway. A big part of Com-Nets business is centered around providing IT services and support to their clients.

## Challenges

Com-Net's clients are dispersed across the region. Their IT consultants travel to a client's location to provide support, which can be costly time-consuming. One client, construction company Volda Byggservice AS, is located in an especially remote region in Norway. Employees from Com-Net must fly to the area to provide on-site IT assistance. Travelling between the Com-Net head office and their client's offices can result in loss of both time and money for Com-Net and their clients.

## Solutions and Benefits

The Nebula Cloud Network Management Solution from Zyxel offers centralized control over all Nebula wired and wireless networking devices. Com-Net began using Nebula in December 2016 after seeing huge time-saving potential in the product due to the remote management and surveillance possibilities. Because of their remote location, Volda Byggservice became the first company to try out Nebula, and it proved to be a great success. Since the introduction of Nebula, Volda Byggservice have received support from Com-Net within hours rather than days. All changes and corrections to the network during the past year have been made quickly and efficiently, to everyone's satisfaction.

In 2016, the company expanded its business to deliver network and communications equipment, PCs, software, public display, meeting room solutions and support. With the expansion, Com-Net became a comprehensive supplier of all categories of network and communication equipment, delivering and installing ready-to-use solutions.



Com-Net IT consultant Christian Lehmann has been using Nebula from the beginning. He says that Zyxel Support is one of the best support services that he has come across thanks to the high level and wide area of expertise that Zyxel offers.

Today, Nebula has completely replaced the wireless networks at Com-Net and all their biggest clients have started using Nebula on recommendation from Com-Net. The use of Nebula has led to considerable time-saving for Com-Net and their customers, and the reduction of working hours has resulted in lower costs for all parties.

## Nebula Cloud Solution



### Nebula Control Center (NCC)

- Responsive web design & intuitive user interface
- Multi-tenant & multi-site view
- Role-based administration privilege
- Real-time and historical monitoring/reporting
- Site-based auto & smart configuring tools
- Misconfiguration protection against disconnecting NCC
- Rich site-wide management tools (Dashboard, Map & Floor plan, Topology)

### About Zyxel Communications

Focused on innovation and customer-centricity, Zyxel Communications has been connecting people to the Internet for nearly 30 years. Our ability to adapt and innovate with networking technology places us at the forefront of creating connectivity for telcos and service providers, business and home users. Zyxel is building the networks of tomorrow, unlocking potential, and meeting the needs of the modern workplace — powering people at work, life, and play. Zyxel, Your Networking Ally.