

# CONFUSED ABOUT IPv6?

*“First Network Group, Inc. has the resources and information you need...”*

There has been an avalanche of information regarding IPv6. So much, that it can be confusing. We have also seen publications and presentations given that provide old or incorrect information, adding to the confusion. There have been many changes in how IPv6 is deployed over the years, especially with regard to how IPv6 addresses are handed out to end-users.

First Network Group, Inc. has the resources and information you need to plan your IPv6 deployment. Contact Randy Carpenter at 1-800-578-6381, option 1 today to discuss your needs.



[www.facebook.com/firstnetworkgroup](http://www.facebook.com/firstnetworkgroup)



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Located in historic downtown Wapakoneta, Ohio, FNGi has been instrumental in developing and supporting Internet Networks across the U.S since 1993. The FNGi team can assist you with all phases of your internet Network from initial planning through long-term support.

[www.network1.net](http://www.network1.net)  
**800.578.6381**

# IPv6

# ENGi FOCUS

YOUR CONNECTION TO THE LATEST NETWORK NEWS.

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## A BETTER WAY TO PROVIDE TECHNICAL SUPPORT

*“The key to running a healthy call center is efficiency...”*

We have all seen the jokes online, on TV shows and in movies about a bewildered customer needing assistance and calling their technical support only to find the person on the other end is unintelligible and incapable of helping them.

The key to running a healthy call center is efficiency; however, perceived “efficiencies” can erode true customer service. The “shotgun approach” defines efficiency as moving the employees from call-to-call as fast as possible while trying to fix only the most common problems. Typically, this approach does not get to the heart of the customer’s problem or provide a good customer service experience.

Our call center’s focus is to be quick and efficient, by making sure we have available staff for every caller in a timely manner, but how we get there is a little different from other places. We actually train our employees. We do not use one-size fits all scripts nor do we rely on software alone to provide automated guidance.

To achieve this model we maintain a vast Knowledge Base of solutions and information. Our employees are taught how to quickly get at the root of a problem with deductive reasoning and then to apply information from our Knowledge Base, not because they are told to, but because they understand that is the correct course. If an employee does not understand a concept or construct about the situation, they escalate the call to a more senior technician and, after the call, they discuss the remedy so they can gain that knowledge. Our call center approach builds problem solvers, not drones.

This approach creates an efficient environment because there is little to no wasted time with an employee wandering off in the wrong direction or wasting time redoing steps repeatedly. Knowledge is the key, not scripts, not hand holding but knowledge that can be built and expanded upon. While we are focused on making sure our time to first contact is as low as possible (current average is: 1.26 minutes) we are flexible enough to make sure that customers requiring special attention or have larger needs are also taken care of correctly. Striking that balance is not easy but it is imperative to run a successful call center and support network. Join the First Network Group family today and offer your Internet customers – broadband and dial-up – cellular, CATV/IPTV and land line, our outstanding technical service.

Contact us today to find out more information about this incredibly useful service. Ask for me directly, Cory Lykins , V.P. – Technical Support: [coryl@network1.net](mailto:coryl@network1.net) or call me at 1-800-578-6381, option 6.





## TECH TALK ANDROID FRAGMENTATION: MYTH OR REALITY?

*"With the release of Android version 2.3 or 'Gingerbread' the underpinnings of Android began to solidify."*

With the advent of the smart phone in the early 1990s, handset evolution has been marked by many failed attempts to form a cohesive and usable platform. Many embraced the release of Apple's iPhone in 2007 as a complete and commercially viable platform to build upon. While there were still competing platforms available that had many of the same features, Apple was able to capture and tie everything together into a cohesive product.

Then along came Google's Android operating system for smart phones. Android began its life in 2003, but really got its legs under it when Google purchased the company in 2005 and integrated its development as part of the Open Handset Alliance.

Android's low system requirements, open architecture and open source allowed many handset manufacturers to adopt it as their flagship operating system for smart phones. The adoption rate was only equaled by the speed of the core Android OS updates. As it stood, Android was being updated faster than handset hardware could keep up and the result was several different phones running several different versions of the Android operating system.

Before version 2.3 (aka: Gingerbread), the entire Android ecosystem was plagued by many different versions deployed simultaneously. This created an environment where application developers and handset manufacturers were trying to play to the lowest common denominator to make sure everything worked and began slow development and adoption of new features. Some applications would work fine on some phones and not on others, or at all. For a brief time Android fragmentation was a real problem.

Today, however, this is not nearly as much of a challenge. Google has become much more pro-active in adopting and supporting core functionality within its newer operating systems and as phones gave way to tablets, and interfaces need to scale, hardware needed to be more adaptable. With the release of Android version 2.3 or "Gingerbread" the underpinnings of Android began to solidify. Back-end Google market applications adapted to the various systems in use, which then allowed application development and hardware support to continue unabated.

If you are looking to invest in your cellular phone offering, Android phones should provide a solid and stable foundation. In addition, support is quite simple, as most of the critical functions of the operating system have remained intact. Our technical support service here at First Network Group supports 6 different cellular operating systems including Google's Android-based phones. We also provide support for each version of Android, so support-fragmentation is never an issue. Call or email us today for more information on how we can supplement your cellular support needs 24x7 from our technical support center, coryl@network1.net or 1-800-578-6381, option 6.

*We take advantage of our fully redundant network, protected by battery backup and on-site standby generator.*

*"Whether you need to serve a few users, or a few thousand, we have you covered."*

## MANAGED HOSTED SERVERS AND OFF-SITE STORAGE

*"We specialize in ISP solutions for hosting e-mail, web, DNS..."*

Managing servers and storage for your critical applications can be a pain. In addition, off-site backups for disaster recovery are increasingly becoming a requirement.

If you don't want the hassle of having to deal with the hardware and software yourself, First Network Group, Inc. offers fully managed servers, hosted at our location, as well as hosted storage solutions to meet all of your needs.

FNGi has a broad range of offerings, from shared web hosting to dedicated virtual servers to co-location of your own servers. We will build you a solution that fits your needs. We specialize in ISP solutions for hosting e-mail, web, DNS, and other services. Whether you need to serve a few users, or a few thousand, we have you covered.

Take advantage of our fully redundant network, protected by battery backup and on-site standby generator. Virtual servers are hosted on a redundant server cluster, which utilizes a cluster of NetApp storage systems for ultimate resiliency. We also have options to have data replicated to a secure, off-site location.

If you wish to host servers at your own location, but need off-site backups, we can do that too. From simple backup storage to live synchronization of NetApp storage systems, we can cover your data backup and disaster recovery needs.

Contact Randy Carpenter at 1-800-578-6381, option 1 for more details, and to get a custom quote.

## THE LATEST FROM DHCPATRIOT

Accessing data in the DHCPatriot system has become much quicker and easier in version 5 with the changes to the interface. The two major features that have added to the accessibility are Search Sessions and View Authenticated Users. It is important, however, to know when and how to use each report to get the most out of your system.

The Search Sessions report is the workhorse for identifying a customer by IP address and time. It allows searching by an IP address during a particular time period so that a customer may be identified. It does limit the search results to 24 hour increments to avoid the retrieval of too many records at once.

The View Authenticated Users report allows the administrator to find a list of devices that belong to a particular user. Once this list has been retrieved, the username may be clicked which will show a pop-up window with a list of all sessions for that user sorted by device and time. This is particularly effective for troubleshooting purposes.

Each of these reports may be found under the Auth DHCP Reports menu.

For more information, or to order a DHCPatriot system, please contact us at 1-800-578-6381, option 3, DHCPatriot@network1.net or www.dhcpatriot.com and click Contact Us.

