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LOOKING GLASS TECHNOLOGIES, (LGT) is a telecommunications company that specializes in outsourcing managed services operations, including Network Operations Center ("NOC") management, Field Operations management and Consulting Services.

Looking Glass helps telecommunications companies manage their network operations cost, ensure business continuity and mitigate risk through the use of its managed services expertise. Looking Glass go-to-market strategy is to monitor Cell sites, Fiber Backhaul facilities, Mobile Switching Offices, Data Centers and provide break fix support. We engage directly with wireless carrier staff, LECs, and third party vendors to improve mean time to repair and network availability.

The Looking Glass Network Operations and Wireless Suite is an integrated architecture consisting of open source technologies along with Looking Glass Integrated Configuration Management System, Integrated Manager of Managers that includes an Integrated Network Management System and a hosted trouble ticketing system.
Our platform has been designed to monitor, and maintain, multiple networks simultaneously using a common set of tools, methodologies and employees. Looking Glass technology will enable us to converge multiple carriers, networks and systems into a common managed services platform.

The Looking Glass Network Operations and Wireless Suite platform was designed to help us monitor our customers' Telecommunications and IT systems. In addition to monitoring SNMP alarm data, we have experience collecting Key Performance Indicators (KPIs) on servers and switching systems in a production environment.

We have designed, and built a new NOC facility in Dallas. This facility is ideally located on a server farm with immediate access to multiple fiber rings. We have experienced professionals with an intimate understanding of issues resolutions and challenges faced within a NOC environment.

Please contact us for more details.

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