netTerrain Newsletter | Q1, 2025

GRAPHICAL NETWORKS

Editorial

2024 was a great year for netTerrain with significant upgrades in OSP, cloud monitoring, circuit management, security, and more. We hosted a successful user summit in October (read on for a recap) and look forward to connecting with more of you at the next one.

2025 is off to a strong start with netTerrain 10.0 well underway and a series of monthly webinars for our users starting next month. We're also collaborating on several customer use case studies—stay tuned—and driving growth across several verticals.

Software Update: netTerrain 9.9

The final 9.x release delivers simpler link creation, expanded circuit automation, refined fiber management, and even stronger security. To upgrade, log in to netTerrain as an administrator and select "Request software upgrade."

Engineering

With 9.9 complete, our engineering geeks are now focused on netTerrain 10.0, which will feature performance monitoring and up to 12 months of reporting.

Customer Success

Managing IT in the Rockies is tough. Pitkin County Telecom chose netTerrain to streamline their documentation and cut down on site visits. Check out the webinar or download the case study for details.

Sales Update

We've seen new growth in the energy and resource sector: new customers include DTE Energy, Glencore, and Marathon Petroleum. Check out this newsletter's team member spotlight on our resident sales guru Fred Koh.
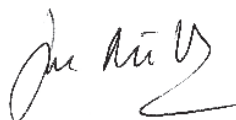
Upcoming Events

2025 is shaping up to be a busy year already: we just rolled out a series of netTerrain skills webinars for users, we'll be at Data Center World 2025 (April 14–17 in Washington,D.C.), and netTerrain 10.0 will be released.
Our next User Summit is already in the works for 2026— stay tuned for details.

Closing

As always, thank you for choosing netTerrain. We value your continued support: you're a vital part of the netTerrain community.

Roadmap: netTerrain 9.9 & 10.0

The eagle lands once again: netTerrain 9.9 marks the final stop in the 9.x series. Check out the "What's New in 9.9?" video from our Director of Customer Support Jason Sherman.

Major netTerrain 9.9 Enhancements

- New Fast Search
  Press "S" or use the search bar for faster results (currently in beta).
- Support for Stripes in Buffers
  For large fiber cables (144+ strands), you can now define stripe colors.
- Simple Link Creator
  Easily create connections between distant objects.
- REST API Updates
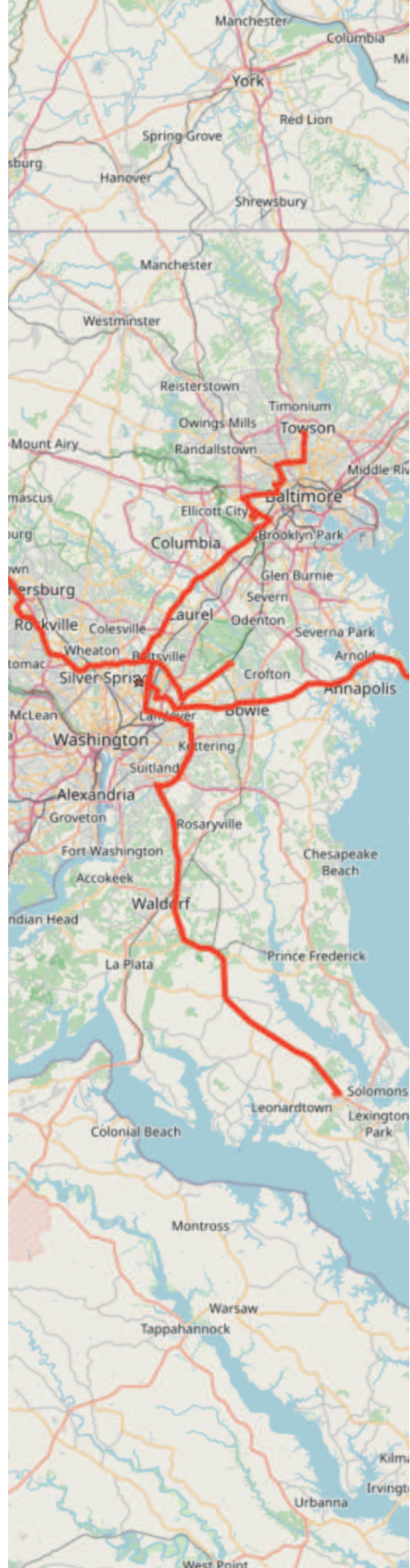 Get added security and functionality, plus an updated REST Guide.

Minor netTerrain 9.9 Enhancements:

- Easier mapping of cards to devices.
- Custom strand field sorting.
- Expanded circuit automation improvements.
- Ability to change a link type to fiber with strands.
- BOM improvements.
- OSP circuit reversal.
- Multiple PDF and Excel import/export fixes.
- Enhanced security and user management.
- New permission level for custom modules.
- Visual strand pair separation in the Circuit CLR.
- Layers panel sorting.
- Catalog safeguards for mass settings changes.

Upgrading is easy (no cost if you're under current maintenance): log in as an administrator, access the Admin Console, and click 'Request software upgrade'.

Looking Ahead: netTerrain 10.0

The first release in the new 10x series, netTerrain 10.0, marks our debut into network performance monitoring. netTerrain 10.0 also introduces up to 12 months of historical data: you'll be able to analyze performance and utilization trends for smarter capacity planning. This landmark release brings a variety of major and minor enhancements, continuing our mission to deliver solutions that simplify and empower your work. Stay tuned.

Team Member Spotlight on **Fred Koh**

In this edition, we are excited to spotlight Fred Koh, one of GN's founders and currently our Managing Director of Sales and President! Fred first began his sales career at Bell Atlantic Yellow Pages (remember Yellow Pages, anyone?), and, since 1997, he's been working within the Data Center and Networking space at Digex (UUNet, Worldcom -now Verizon), Savvis Communications, and netViz. It was at netViz where he met fellow GN co-founders, Jan Dürnhöfer and Jason Sherman; after Computer Associates retired netViz,

Graphical Networks was born in 2007.

He makes the most of family time and plans memorable Disney trips - from Walt Disney World to Disney cruises. His favorite Disney ride? Tomorrowland's Tron. When it comes to sports, Fred roots for his home team, the Washington Commanders.

"Seeing our customers really benefit from netTerrain is my bread and butter," Fred says. "Sharing their success stories keeps me happy to keep selling our software!"

Fred Koh, Director of Sales and President

netTerrain Lootbox Rewards Program

Just a reminder: if you use netTerrain, you can earn points for fun stuff. There are plenty of ways to start - refer a colleague (400-10,000 points), write a review (200 points), or propose a new netTerrain skin (40 points) - then redeem them for merch, training, gift cards...even a MacBook. Explore all the ways to earn points here.

This past year, netTerrain users have earned points by designing dash-boards, reporting bugs, submitting API modules, and suggesting new

features. You'll help improve netTerrain and get some great rewards in return.

Getting started is simple: pick something from our list of ways to earn rewards and let us know via a Zendesk ticket. Once approved, points are added to your Lootbox tally - redeem them anytime for rewards.

A big thanks to our top Lootbox users who have helped improve netTerrain by uploading catalog models, sharing case studies, and submitting feature ideas.
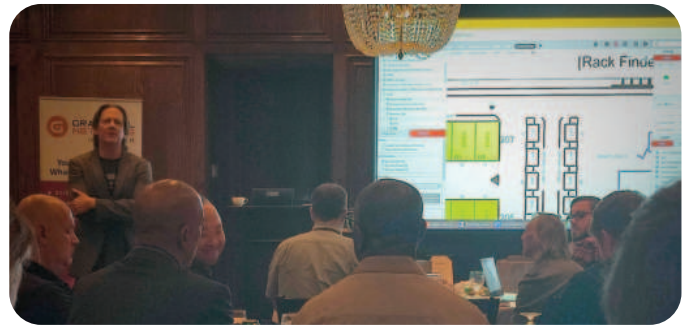
Your contributions really make a difference.

Want an easy way to get some points? Write a quick review - and you're nearly halfway to a $100 Amazon gift card:

Review netTerrain DCIM
Review netTerrain OSP

Feature: **netTerrain User Summit** Recap

"Helpful training sessions, great networking opportunities, engaging instructors, and valuable demos. The unveiling of netTerrain 10 was great. Connecting with the GN team and other users was a big plus."

This past October, we held the netTerrain User Summit right here in our own backyard (Washington D.C.). We were thrilled to connect with so many of you, our valued customers, in person.

Day one was a certification and training in netTerrain essentials. Day two was a full day of presentations - from netTerrain 10.0's unveiling to customer use cases. On days three and four, users dove into certification-driven training sessions led by GN team members.

Overall, the event was a resounding success: attendees explored new ways to optimize netTerrain, discussed projects, and exchanged ideas. We heard from many folks that networking with folks in similar roles, the

training sessions, and the venue's included food were highlights for them.

A special thanks to our guest speaker, Sean Behymer, for sharing his impressive netTerrain project and inspiring all of us. Thank you all for adding so much to the summit and for contributing your ideas to the netTerrain 'wish list'- your input helps shape the future of our platform.

Summit Highlights:

• netTerrain 10.0 unveiling
• Hands-on training and workshops
• In-depth discussions
• Inspiring user presentation
• Networking with everyone

We hope you'll return for the 2026 summit (planning is now underway – expect a save-the-date soon), and if you missed this past one, we look forward to seeing you next year

Customer Success Story: **Pitkin County's Streamlined IT Management with netTerrain**

Pitkin County, home to Aspen and the Rockies, manages a vast telecom system: 13 mountaintop sites, 34 microwave hops, and 1,800+ radios. Documentation was scattered, leaving gaps in data, causing delays, and making troubleshooting costly and slow. During emergencies, identifying dark fiber strands was a challenge, and maintenance relied on expensive physical inspections. After evaluating multiple tools, they chose netTerrain to unify inside/outside plant data and reduce operational inefficiencies.

The Pitkin team used netTerrain to achieve:

- Centralized, dynamic documentation from racks to fiber paths.
- Significant cost reductions from fewer manual site visits.
- Faster response times during emergencies with accurate data at their fingertips.
- Improved collaboration with municipal and outside partners through seamless data sharing.

"netTerrain transformed our approach," says Kyle Nelson, Telecommunications Project Engineer. "Its user-friendly interface and rich documentation help us maintain public safety systems while meeting a zero-fail mission."

Want to learn more about their project? Watch the pre-recorded webinar or download the case study for this innovative IT team's success story.

News & Upcoming Events

Data Center World 2025

If you are planning on attending Data Center World 2025 in Washington, DC, from April 14th through the 17th, please stop by our Graphical Networks Booth #367 to grab some GN swag, meet our team, and check out netTerrain 10.0!
Tip: save $325 off of your admission price with our code: GRAPH325.

New netTerrain Webinars

This year, we're introducing our netTerrain Skill-Up Webinar Series: one-hour sessions designed to enhance your expertise with netTerrain.

Upcoming topics include:

• Diagrams & Objects (Feb. 12)
• Link Catalog (Mar. 13)
• Drawing & Free Text (Apr. 10)
• Advanced Features (May 15)
• Create & Manage Queries (Jun. 12)

All webinars are free of charge for users and begin at 10 AM EST. Sign up here or log in to the support portal and click 'Trainings'.

User Summit 2026

Looking ahead, we're excited to announce that we're already planning our next User Meeting (slated for 2026). Stay tuned—more details and a save-the-date will be shared soon.

Tracing the Path: **netTerrain Word Search**

Earn 100 netTerrain Lootbox points to spend on anything from gift cards to netTerrain gear: find the 25 hidden terms (IT & netTerrain related) plus one bonus term (find it and earn & 20 extra lootbox points. One caveat: no hints! Congrats to Sean B. for getting the last one!

Words in this puzzle may be hidden vertically (starting from the left or right) or horizontally (starting from the top or bottom). When you're done, email your answers to sales@graphicalnetworks.com to claim your Lootbox points!

Happy searching!

P	M	T	S	Z	G	D	S	T	K	C	A	P	I	M	A	P	P	I	N	G	P	Y
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C	R	D	R	S	Z	T	K	C	B	R	V	B	H	P	D	T	N	G	K	L	Q	N
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Conclusion

As we wrap up this edition, we've highlighted key updates that showcase netTerrain's progress and the value of your input. From the launch of netTerrain 9.9 with features like Fast Search to our upcoming webinar series designed for netTerrain users, 2025 is already shaping up to be another great year.

Your feedback guides every step we take. Insights from last October's netTerrain User Summit in Washington D.C. continue to shape our focus and help us build on what matters most to our users. The upcoming netTerrain 10.0 release will include many user-requested features: thank you for your ongoing feedback.

We hope these enhancements make your work simpler and more efficient. If you have any questions or thoughts, we're here to listen and help.

 Until next time, happy documenting.