

CompuCom 기술자들은 Versiv FiberInspector™ Pro를 이 용해 광케이블 검사를 "한번에 끝냅니다"

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요점 정리

Customer: CompuCom

Industry: IT Service Management

Location: U.S.

도전 과제:

텍사스 달라스에 본사를 둔 CompuCom은 자신들이 기술을 처리함으로써 고객들이 그들의 해당 핵심 사업에 집중할 수 있게 합니다. 관리되는 IT 서비스, 통합, 컨설팅뿐 아니라 데이터 센터와 네트워크 및 음성통화 그리고 최종 사용자 환경에 특화된 전문 팀을 제공하여 CompuCom은 혼자서 북아메리카의 4백만 사용자를 지원합니다. 미국 기반의 상위 10 글로벌 소매업체인 CompuCom의 고객 중 한 곳은 광케이블 검사에 대해 더욱 빠른 테스트와 더욱 종합적인 보고를 비롯한 더욱 높은 수준을 요구합니다. 이에 대응하여 CompuCom 팀은 Fluke Networks로 향했습니다.

결과:

이 소매업체에 대한 서비스의 일환으로, CompuCom 팀은 약 20,000 개의 서버 및 150,000 개 이상의 케이블을 비롯한, 세 개의 데이터 센터와 한 개의 백업 벙커를 유지합니다. 이 팀은 쉬운 수리와 업그레이드를 제공하는 FI-7000 FiberInspector™ Pro, OptiFiber® Pro OTDR, 및 CertiFiber® Pro 케이블 손실 테스트 모듈을 조합과 함께 Fluke Networks Versiv 케이블 인증 플랫폼을 채택기로 결정했습니다. FI-7000 채택하고 처음으로 이용을 시작한 이래로 팀은 테스트 및 보고 표준을 높였으며, 또한 테스트 결과 접근성 및 관리를 단순화했습니다. FI-7000은 더욱 빠른 테스트 결과를 가능하게 하여 매년 수천 달러를 절감했습니다. 가장 중요한 것은, CompuCom의 클라이언트가 FI-7000으로 가능해진 속도, 품질 및 신뢰도의 더 높은 수준에 매우 기뻐했다는 것입니다. 그래서 이 클라이언트는 지금 다른 서비스 공급자를 유사한 기준에 대해 대기시키고 있습니다.

제품:

FI-7000 Fiber Inspector™ Pro

개요

With more than 11,500 employees, CompuCom offers its customers a variety of managed IT services, integration and consulting across various specialized services, including data centers, networks, voice and end-user environments. By managing its customers' IT activities, CompuCom frees them up to focus on their core businesses. As a result, their customers trust CompuCom to handle an excess of four million users across North America alone. In the case of one of their clients, a top 10 global retailer, CompuCom needed to discover and facilitate more efficient and effective ways to meet their customer's high standards for fiber cable inspection, testing, and certification, as well as more streamlined reporting.

당면 과제

The CompuCom team of 25 staff, dedicated exclusively to this retailer, maintains three of their client's data centers and one backup bunker, containing nearly 20,000 servers and more than 150,000 cables. The team was responsible for upgrading the existing infrastructure, primarily made of MPO cabling, to a larger LC-APC cable backbone to future-proof the network for support of voice and video applications. To ensure a smooth upgrade and maintain compliance with the client's standards for reporting, the team needed to find a testing and certification procedure that would allow them to prevent installation errors, document results, and minimize related issues in the years to come.

솔루션

Contamination is the leading cause of fiber failures and, therefore, an ever-present concern for CompuCom. To minimize contamination issues and fiber failures, CompuCom chose the Versiv platform for fiber cable testing, repairs and upgrades. The combination of the FI-7000 FiberInspector Pro for fiber optic cable inspection, with additional modules for optical loss (OLTS) and Optical Time Domain Reflectometry (OTDR), has provided the CompuCom team with a comprehensive tool set that they, and their client, can trust.

The FiberInspector Pro gives users the flexibility to certify fiber cable end-faces to industry standard IEC 61300-3-35, or manually grade them. The FI-7000

highlights defects on the end-faces, and rather than just coloring the defect area, the FI-7000 colors the defect and highlights its background, making it clearly visible. Defects that fail the IEC standard's requirements are colored red, while defects that pass are colored green. CompuCom found one of the key benefits of the FI-7000 is the ability to record images of end-face inspections, allowing the team to store both end-face images of a fiber directly with the Versiv test results. The team can then combine end-face images with CertiFiber Pro OLTS and/or OptiFiber Pro OTDR test results for the complete installation and certification history, which is available to CompuCom's clients whenever requested.

"We rely heavily on the Versiv platform," said Mike White, Network Infrastructure Manager at CompuCom. "It is a strong toolset that is essential to our fiber inspection, optical loss testing, and OTDR activities. It definitely saves man-hours and makes each job quicker."

결과

The Versiv platform provided the CompuCom team with a single tool that provided complete documentation (end face, loss, and OTDR) for their fiber infrastructure as they migrated from MPO cabling to LC-APCs. The FI-7000 automated the end face inspection process, returning results in just over a second. They used the OptiFiber Pro to provide simple and fast OTDR analysis of each link, and for loss testing, they used the CertiFiber Pro, which they found to be highly accurate and fully compliant with the latest Encircled Flux standards. Each of these tools contributed to improving the team's efficiency and accuracy. Moreover, the team was able to integrate all results into a combined report for each link using the LinkWare™ PC software. As a result, a migration of 3,000 links from 1 to 10 Gigabit Ethernet went off without a hitch. And, if problems come up in the future, the CompuCom team can refer to their LinkWare PC documentation to quickly resolve disputes with third party service providers.

Since adopting the FI-7000 FiberInspector Pro, the CompuCom team has cut its testing time in half, saving at least \$3,000 in labor each year. Additionally, it has helped the team raise standards in testing and reporting, and made the management of test results data much easier to share with clients.

"The software package that Fluke Networks offers with the FI-7000 end-face inspector, the OTDR, and the optical loss and copper testing gives me the ability to do a job, save the results, and walk away," continued White. "The most important thing for me is that it saves time and makes each job quicker, more efficient and cheaper. I can now provide my customer with a detailed two-page document that gives OTDR results and end-face inspection results in a seamless format. Nobody wants to go back to the old system because it involved far too much manual work."

The Versiv platform is intuitive, but it does require some training to get the most out of its features. The CompuCom team was very satisfied with the level of training and service they received from Fluke Networks and their local sales partner, Data Strait. "Both the local representation from Data Strait and the engineering and customer support from Fluke Networks have been excellent. They helped us master the file database tree, which really helped us organize our test results. As a former field guy, I know that keeping test results organized is a challenge, so these tools have helped us stay organized in the field, which keeps our database as accurate as it can be."

Fluke Networks에 대하여

Fluke Networks는 중요한 네트워크 배선 인프라의 설치 및 정비를 하는 전문가를 위한 인증, 문제 해결 및 설치 도구 분야에서 세계적인 선도 기업입니다. 최고급 데이터 센터를 위한 설치부터 혹독한 기후 하의 복구 서비스에 이르기까지, 당사의 전설적 신뢰성 및 독보적 성과의 결합은 고객의 모든 작업이 효율적으로 달성되는 것을 보장합니다. 기업의 주력 제품은 현재까지 1,400백만 이상의 결과가 업로드된 혁신적인 세계 제일의 클라우드 연결 케이블 인증 솔루션인 LinkWare™ Live를 포함하고 있습니다.

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Descriptions, information, and viability of the information contained in this document are subject to change without notice.

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