



ENSURING WIRELESS AVAILABILITY AND SERVICE QUALITY WITH DUAL DATA CENTERS

CASE STUDY

CHALLENGE

A major wireless carrier needed to expand two mirrored data centers, more than 2,000 miles apart, with the same quality and consistency throughout to provide uninterrupted service.

STRATEGY

Leverage the expertise of an professional services provider with multivendor experience, nationwide resources, pre-assembly and test capabilities, and a broad range of on-site services to ensure the best possible quality in both locations.

RESULTS

ADC's quality, responsiveness and on-time, on-budget commitment, coupled with its one-stop services for wireless networks providers, allowed the carrier to expand its data center capabilities within six months.

BUSINESS CHALLENGE

A major U.S. wireless carrier needed to expand two data centers (one on the East coast, the other on the West coast) to simultaneously manage IP back-haul traffic from its wireless network. These centers would serve as secure cores for all IP switching and routing, and needed to be completely redundant so one center could handle all traffic in case the other data center dropped off the network. This redundancy would help the carrier mitigate the impacts of component failures as well as ensure uniform service quality.



ADC SOLUTION

The carrier selected ADC for its extensive professional services as well as for a range of connectivity products. ADC served as the main integrator for the entire project, which included network elements from both Cisco and Nortel. ADC provided:

- A complete scope-of-work definition to ensure the project would be properly managed to a successful conclusion
- A single point of accountability (one project manager) for both site locations
- Materials management services to reduce the overall costs of logistics and staging, ensure accuracy and the on-time availability of materials
- Engineering services to ensure the design and detail of the project would meet the customer's current and projected needs
- Equipment preconfiguration for simplified installation and fewer OEM equipment issues during network integration
- Installation services to deliver quality right from the start
- End-to-end circuit testing and project documentation that included quality audit results, test results, digital photos and as-built diagrams

BENEFITS

In a period of six months, the wireless carrier had two fully functional data centers to help improve service quality and network survivability, as well as new practices it could use to increase the reliability of its nationwide network.

As an additional benefit, ADC also helped the customer develop a new corporate labeling standard for its entire network. ADC also detected a critical design error within the data center that would have stopped the entire project for a number of weeks, but instead was resolved within 24 hours.

ABOUT ADC PROFESSIONAL SERVICES

Through its Professional Services organization, ADC helps plan, deploy and maintain telecommunications networks throughout the United States and Europe. ADC's unique experience in multivendor, multitechnology, multiservice solutions makes ADC the ideal choice for projects that require an in-depth, hands-on understanding of simple to complex network environments.

PLANNING SERVICES

- Program and Project Management
- Network and Inventory Audit
- Engineering

DEPLOYMENT SERVICES

- Program and Project Management
- Engineering
- Material Services
- Preconfigured Equipment Solutions
- Power Services
- Installation Services
- Commissioning and Integration
- Provisioning
- Decommissioning and Removals

MAINTENANCE SERVICES

- Program and Project Management
- Service Call Center and Dispatch
- Technical Assistance Center
- Scheduled Preventive Maintenance
- Emergency Corrective Maintenance
- Field Resource Support
- Circuit Provisioning
- Logistic Services
- Spares Management

ADC Professional Services offers comprehensive solutions for network operators delivering voice, video and data services over wireless, wireline and cable networks. Learn more at www.adc.com/professionalservices



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From North America, Call Toll Free: 1-800-366-3891 • Outside of North America: +1-952-938-8080
 Fax: +1-952-917-3237 • For a listing of ADC's global sales office locations, please refer to our web site.

ADC Telecommunications, Inc., P.O. Box 1101, Minneapolis, Minnesota USA 55440-1101
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