COMMSCOPE®

Success Story

Intelligent infrastructure solutions from CommScope boost data center performance for NTT Communications

CommScope's data center cabling management solution increases infrastructure visibility and reduces downtime to deliver better stability and reliability for a major provider of enterprise data center services.

Customer

NTT Communications

Location

Hong Kong

Building a better data center to meet growing customer demand

To expand data center capacity to meet growing demand from its enterprise customers, NTT Communications launched Financial Data Center Tower 2 (FDC2) in Hong Kong in 2015. FDC2 features a Tier 4-ready design and an array of leading-edge technological innovations to help enhance the business performance of NTT Communications' customers.

Improved data center stability and reliability were NTT Communications' key requirements for the facility. The data center's infrastructure is fully fault tolerant throughout its electrical, storage and distribution networks. Each system communicates with the others via fiber or copper cables with dual paths to ensure a reliable high-speed connection and maximum bandwidth.

In order to provide the best service to its customers and minimize risk, NTT Communications wanted to deploy a proven, high-quality cabling infrastructure

solution. They also wanted to more effectively monitor and manage the infrastructure in the new data center on a real-time basis. The company is actively developing software to integrate the monitoring and management of the various networks and systems across their enterprise, and wanted a physical layer monitoring solution that could be compatible with its overall monitoring system.

imVision® enhances NTT Communications' data center stability and reliability

In addition to supplying high-quality fiber and copper cabling for the NTT Communications data center, CommScope introduced an intelligent cabling management solution to create a comprehensive data center solution that delivers the stability and reliability NTT Communications demanded.

CommScope's imVision® cabling management solution is integrated with NTT Communications' Data Center Management System (DCMS). It is designed and developed by NTT Communications to manage and monitor all aspects of data center operations—including copper and fiber network connectivity—automatically on a real-time basis. The data collected is not only used for tracking network performance, but also provides customers end-to-end visibility with an extended guarantee on their Service Level Agreement (SLA) at the cabling connectivity level.

From detecting, monitoring and documenting connectivity to tracking devices and initiating work orders, imVision offers a comprehensive solution incorporating these key features:

- **Inventory records** on structured cabling, iPatch® port status and equipment to save time checking the free port on a panel and identifying the connection channel.
- **Event alerts** for any incident on the iPatch panel—for example, an unscheduled patch cord added or removed—to reduce the labor required to locate the incident and reduce the effects on corresponding services.
- **Downtime reports** for each incident help NTT Communications prove the quality of service on layer 1 (physical cabling) to its customers.
- **Work orders** for patching work are created automatically to reduce human error and provide real-time updates on inventory when the work order is completed.

Deployed by a CommScope PartnerPRO® provider

CommScope PartnerPRO® Network provider Lantro HK handled the deployment of the iPatch components and imVision solution for the NTT Communications data center. To meet the customer's unique specifications, Lantro HK assigned a multifunctional team that included project managers, engineers and technicians.

Collaborating with CommScope to address NTT Communications' requirements, the team prepared design documents and developed testing and commissioning procedures and matrix tables to achieve the project's goals. They also prepared a mockup of the imVision system and a proof-of-concept test prior to implementation.

Enabling a faster, more targeted response to system problems

After deploying imVision and using it for a period of time, NTT Communications compared data center system performance with imVision to the previous manual method of handling incidents and tracing cabling records. Dramatic improvements were noted by NTT Communications across the board, including:

- **Network incident management:** Time from incident occurrence to resolution decreased by almost two-thirds—from an average of 90 minutes to just 31 minutes.
- **Problem management:** Automating the entire problem management process eliminated the 30 percent of network downtime that is caused by human error.
- **Real-time monitoring:** The ability to track both authorized changes and detected changes in real time has reduced mean time to response and increased overall system availability.
- **Connection trace:** Tracing customer connectivity using a single connection ID has sped up the process of locating the failure point and correcting the problem.

Further integrating the imVision system with its DCMS, NTT Communications is now able to provide customers with higher visibility of their physical layer connectivity together with all other aspects of data center service performance on one sign-on customer platform, anywhere, any time.

Everyone communicates. It's the essence of the human experience. *How* we communicate is evolving. Technology is reshaping the way we live, learn and thrive. The epicenter of this transformation is the network—our passion. Our experts are rethinking the purpose, role and usage of networks to help our customers increase bandwidth, expand capacity, enhance efficiency, speed deployment and simplify migration. From remote cell sites to massive sports arenas, from busy airports to state-of-the-art data centers—we provide the essential expertise and vital infrastructure your business needs to succeed. The world's most advanced networks rely on CommScope connectivity.

COMMSCOPE®

commscope.com

Visit our website or contact your local CommScope representative for more information.

CU-111743-EN (06/17)