

CommScope TAP solution eliminates network testing downtime and boosts productivity for Taiwan technology firm

Customer

A global U.S. technology firm

Country

Taiwan

Challenges

Real-time network monitoring and testing are critical to optimize the performance of its applications. A traffic access point (TAP) can be integrated to enable network traffic monitoring in real time with no packet loss.

CommScope solution

Implementing the new TAP into the network enables continuous support and monitoring of the network in real time—with zero network downtime.



“Network downtime during testing was costing this major technology firm significant time and money. CommScope and our business partners created a customized SYSTIMAX® InstaPATCH® 360 TAP solution that cut network testing downtime by 100 percent—and keeps their network up and running.”

—Wu Jian, Technical Director, Greater China, CommScope

A major electronics provider supplies companies in Taiwan with sophisticated digital technology. But the network that drives this company’s business was often disrupted by lengthy periods of downtime during network testing—until they implemented the SYSTIMAX® InstaPATCH® 360 TAP solution from CommScope.

Headquartered in the USA, this leading global technology firm manufactures and distributes products for applications in personal computers, consumer electronics, networking devices, and servers. To serve Taiwan’s large electronics manufacturing community, the firm has sales and technical support offices in Taiwan that provide consulting and engineering services to meet their customers’ fast-growing demands, as well as two joint-venture manufacturing facilities.

Network downtime leads to higher costs, lost productivity

Because the company's business runs on networks, real-time network monitoring and testing are critical to optimize the performance of its applications. In fiber-optic networks, a traffic access point (TAP) can be integrated into the fiber cabling infrastructure, enabling network traffic monitoring in real time with no packet loss.

A TAP module is a compact package of fiber-optic couplers or splitters that can be used to passively divert a small percentage of light energy to monitor the network in real time without disrupting the main channel traffic. The firm had already deployed a number of TAPs at its computer center, but each one they tried had the same issue: testing always required a significant period of network downtime to inspect the cabling and track down the cause of any problems found—an expensive, labor-intensive process that also led to lost productivity due to the network being out of service.



An innovative TAP solution that eliminates testing downtime

At a workshop presented by CommScope and its Taiwan distributor, Long Yang, a new TAP solution to solve the testing downtime problem was proposed: the CommScope SYSTIMAX InstaPATCH 360 TAP—an inside TAP MPO-LC module with functionality composed of InstaPATCH 360 fiber components that can support a wide variety of applications.

Implementing the new TAP into the network for data collection and analysis enables the company to continuously support its equipment and monitor the network in real time—with zero network downtime—and ensures rapid response time when problems are identified.



In addition to no-downtime network testing, the CommScope TAP solution offers these benefits:

- Increased density that reduces space by 50 percent
- Reduced labor costs and installation time with snap-together design
- Zero risk of improper terminations that can damage equipment
- Improved fiber patch cord management and labeling capabilities
- Excellent ventilation and airflow design
- iPatch®-ready, upgradeable to intelligent infrastructure management after the initial installation

The project's service contract was provided by CommScope certified business partner Joy Song Technology. After gaining an understanding of the scope of the customer's needs, CommScope and Joy Song determined that the optimal solution was to combine SYSTIMAX and InstaPATCH components to create a customized distributed network control system comprising more than 40 TAPs.

Zero downtime plus remote testing from a single device

Network downtime during testing was cut by 100 percent—eliminated—after implementation of the SYSTIMAX InstaPATCH 360 TAP solution.

In addition, the entire network can now be inspected with a single device—something that was not possible before the solution was installed. Through a distributed control system, administrators can remotely select each link to be tested as required.

Since this is CommScope's first TAP project in Taiwan, this solution is a model for other customers and business partners to follow in retrofitting structured cabling applications. The solution is also ideal for new builds, when network monitoring and management should be taken into consideration before network construction begins to avoid testing downtime.



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.



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