

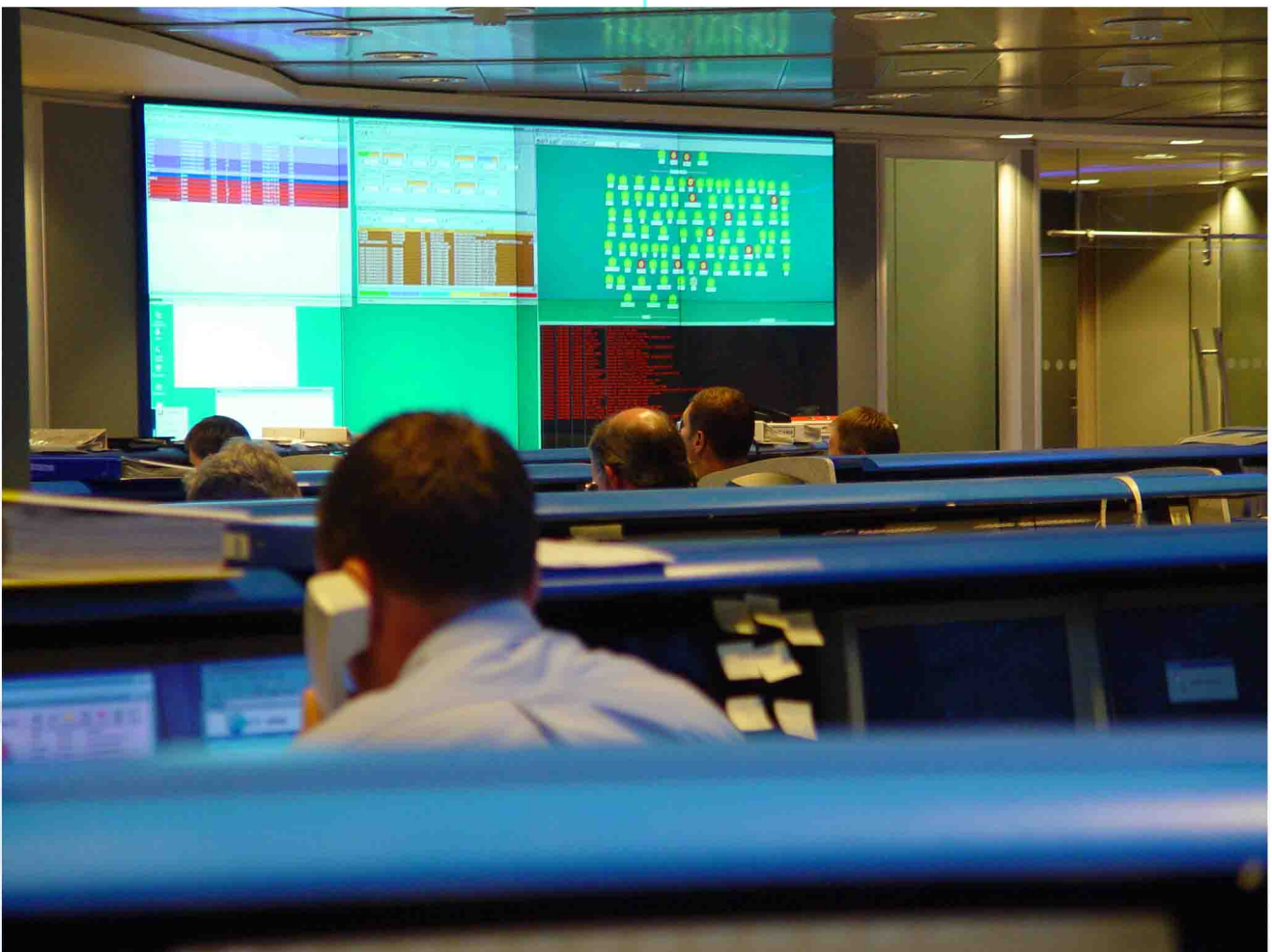
Clearly in control

Cable and Wireless

NETWORK RELIABILITY

Cable & Wireless is a leading international telecommunications company, with customers in 80 countries. For 130 years it has constantly reinvented itself to embrace the latest technological advances to serve its customers' needs.

Cable & Wireless provides IP (Internet Protocol), voice and data services to business customers, and to residential customers in some markets, as well as services to other telecoms carriers, mobile operators and providers of content, applications and internet services.



“ After Cable and Wireless’s success with its NMC at Birmingham, which increased its sales closure rate from one in five to three in five, following the refit of its control area and presenting it as a show piece environment, Harp were invited to be part of the team to create a world class show piece. It would enable Cable and Wireless clients at an executive level to see us at our best.

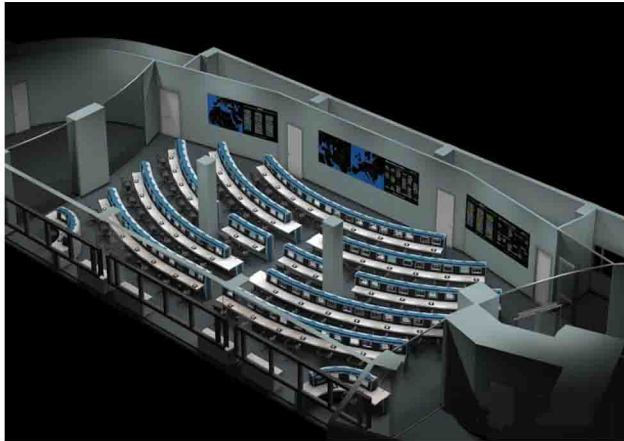
Harp is a great team member, able to devise imaginative ideas with technically sound implementation.”

*Chris Johnston
Project Director
Cable & Wireless*

CASE STUDY

Challenge

Harp were invited to join the concept team creating a show piece network operations centre. It would enable Cable and Wireless to bring their most prestigious clients and potential clients to an environment that would impress and be an enabling factor in closing business. Not only was the operations area to be considered, but a whole immersive solution. From the point where the client walks through



the door in reception, in to a waiting area, and then to executive briefing room. The concept was to have a customer environment as to the same standard as an airline first class lounge with the operations centre as the 'piece de resistance'.

The key would be to enable Cable and Wireless to use the facility as a show piece, to allow customer visits in an environment that would let them feel comfortable but ultimately enhance the chances of winning the client's business. It was as much about the customers perception, as increasing the effectiveness of Cable and Wireless to manage their networks.

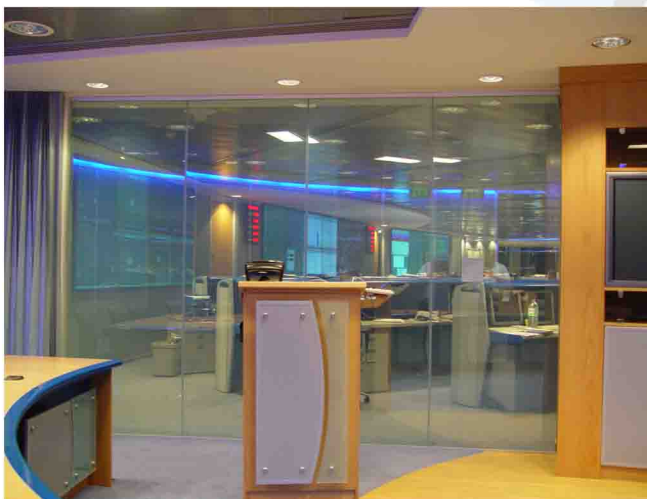
From an operational point of view it was a challenge to get 66 people into such a tight space and still be effective. The basic principle of who does what and the information required to do their job was paramount to the design and ensuring the whole concept flew.

Strategy

Attention to detail from the concept onwards was essential in achieving a world class control centre and presentation area. During the design phase 3D rendering was employed so that parties at all levels had a clear understanding of what was to be achieved. From this understanding, all aspects of the design could be considered and refined. It enabled management, sales, operations and facilities to see what they were getting well before it arrived. The design was done to such a level that it became a 'what you see is what you get'. All the view angles could be simulated so that it was understood what the customers would see, what the operators would see and what the management would see.

Solution

With such a detailed design the implementation was simple. With all the pre planning, construction and commissioning of the system was easily achieved with the minimum number of changes.



Result

Cable and Wireless has achieved a world class show case to which they can bring customers from any level. They can seamlessly demonstrate how their network operates and how they support their customers. It is an environment that is comfortable yet awe inspiring once the curtains are opened to reveal a purpose built operation centre which is the envy of the industry.



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