

Clearly in control

Cable & Wireless

STATE OF THE ART, IMMERSIVE SOLUTION

flexibility

Cable & Wireless are customer focused, technology leaders with a commitment to reliability - and they wanted to show it. Harp delivered an immersive solution that impresses from the moment you walk through the door.



“In the viewing gallery, two frosted windows display a rear-projected corporate image and welcome. When everyone is assembled, the lights go dim, the projectors go on standby and the frosted glass clears - revealing the massive, intricate, sophisticated display wall. Wow.”

Kevin Wilkinson, Cable & Wireless

C A S E S T U D Y

Challenge

Birmingham is home to the Cable & Wireless Network Management Centre. The company had been managing its major network operation on an old CRT display wall (of questionable reliability) using a video switch mechanism to deliver information. With an investment in a worldwide infrastructure under their belts, they now wanted a new network management system that would have customers thinking 'superior control' at the first glance, and WOW! at the second. The challenge to Harp was to have a system up and running in just 6 weeks for the CEO's visit on January 1st 2000 - after the Millennium date change.



Strategy

The timescale was tight, so risks had to be kept to a minimum. Harp decided to use proven technology with a future-proof upgrade path. This meant an urgent change to the projection technology to improve the quality of the displayed information, while leaving the drive electronics alone until after the Millennium change to avoid last minute problems. Once in the New Year, the further integration of the display wall could be tackled.

Solution

A projection wall system that had been successful used at other sites was replicated in the Network Management Centre, but using 100-inch screens to meet the immediate need for crisper, brighter images.

Once the New Year had been welcomed in, Harp began replacing the drive electronics and drawing elements together into a sophisticated network. Harp's proprietary NTDW drive electronics module was used to integrate images produced in NT and UNIX environments. As applications were transferred from a hardwired to a windowed environment, Harp's CommandaNT was used to programme how and where they would be shown on the display wall.



The third and final stage was to create the 'techno-scenery' that would surround everyone entering the building. This included a rotating, multi-video real time image on a plasma display in the Reception Area, a Customer Suite with presentation facilities and a control panel for the entire audio-visual system, and of course, the frosted-window Viewing Gallery. Wow.

Results

Cable & Wireless now greet their customers with the latest wall-to-wall technology, present professional sales demonstrations in the Customer Suite then prove their commitment to managing customers' needs by showcasing their sophisticated network operation in action.

Operational efficiency at the Centre is being constantly improved as users become more familiar with the potential of the Harp solution and use CommandaNT to customise the display wall accordingly.

As a final note, those responsible for commissioning the Birmingham site project recommended Harp to colleagues at the Cable & Wireless Internet Solution Centre in Swindon. The new-look Swindon site went operational in May 2000.



HARP

VISUAL COMMUNICATION SOLUTIONS

Harp Visual Communications Limited
Unit 7 Swanwick Business Centre
Bridge Road,
Lower Swanwick
Southampton
SO31 7GB
Tel. 01489 580 011
Fax. 01489 580 022
www.harpvisual.co.uk