

Network Connex innovation and quality are key to uptime and evolution of cable MSO hubs

Case Study

One of the largest broadband MSOs in the United States leverages the long-term experience of a Network Connex field team to keep their **cable hubs running at peak performance** for end users in the North Carolina region.

Situation

Cable and broadband MSOs have faced challenges as traditional cable TV viewership declines and more consumers demand fast, high quality, broadband connections to facilitate working from home and streaming entertainment options. Providers need to transition old networks to new technologies while they continue to scale and deliver reliable service availability and quality.

Our national broadband MSO customer is moving away from RF cabling and adding the next generation of equipment to existing hub infrastructure to meet their capacity objectives in the North Carolina market. Existing devices must be relocated to different existing racks to leave floor space to install new upgraded racks and equipment.

Before becoming part of Network Connex, this technician team had built an impressive 11-year relationship with the national cable MSO and their local ISP project managers. The longstanding connection was instrumental in establishing the Network Connex partnership because the customer team already trusted the technicians to deliver the highest caliber work.



01

Already active hubs offer very limited space for adding new cabling or moving existing equipment so the installation team must be able to conceive innovative solutions to meet project objectives.

02

Work is occurring in active hubs, so service outages must be avoided.

03

High quality work that meets the customer's hub playbook is required to eliminate overspend and leave hubs ready for future functionality.

04

Work must meet very tight and interrelated customer timelines.

05

A consistent flow of detailed communication is mandatory to enable the customer to meet their project timelines and dependent goals.

“In this line of work, there are always unforeseen issues that will arise as cabling pre-stage work begins. At times, these issues can cause severe delays or even completely halt a project. Fortunately, the Network Connex team is highly experienced in this area and always can provide multiple resolutions as viable options that all adhere to our Playbook regulations.”

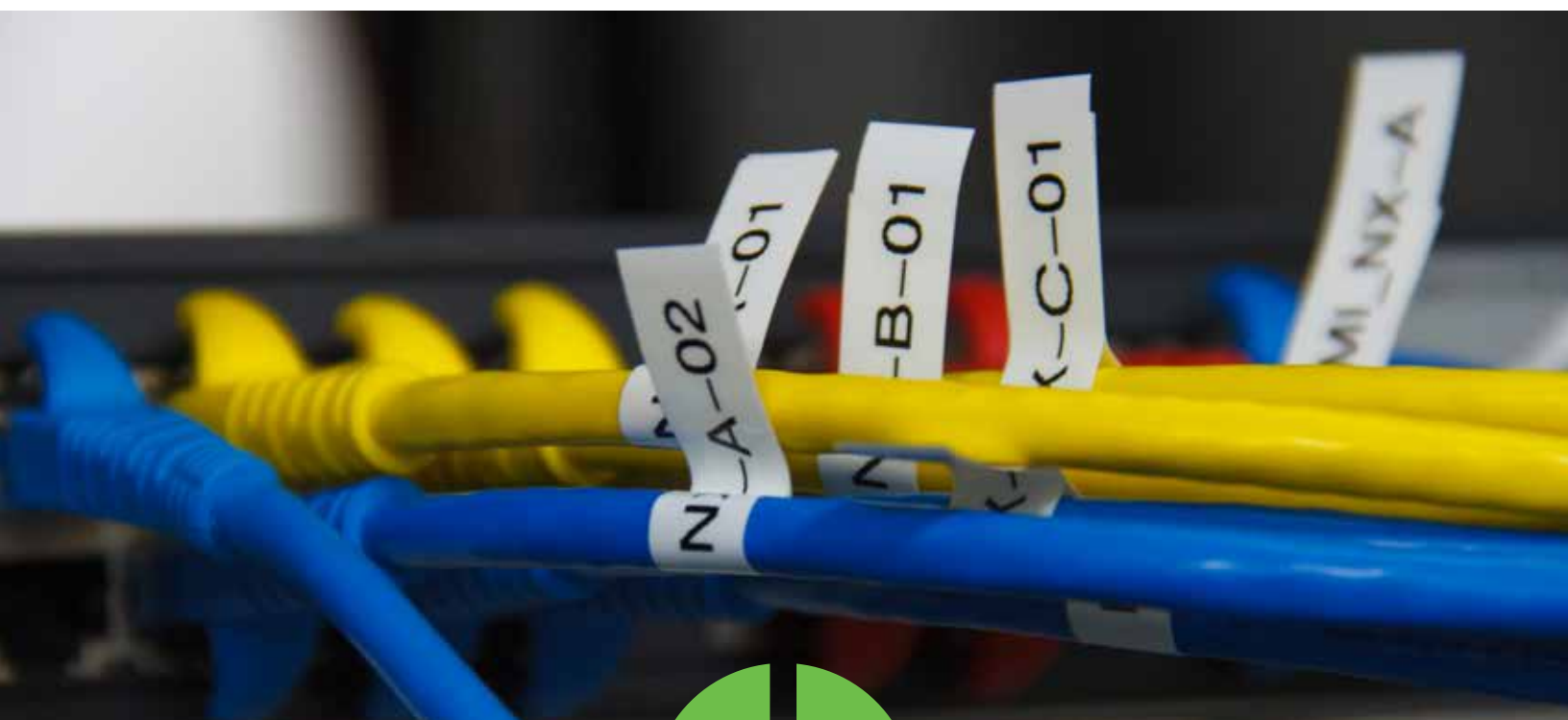
**ISP Manager,
Leading National Broadband MSO**

To meet the customer's objectives for a hub expansion or upgrade, the Network Connex team completes audits of the space to assess what items must be moved to accommodate new equipment as well as anything needing repair. Sometimes this work means hand-tracing hundreds of cables to understand the current configuration and determine how the additional wiring can be accommodated.

After audit work is finished and a path forward is determined with the customer, the team handles everything from mounting the racks, mounting the FTP fiber cabinets on the wall, and installing the preterm chassis in the fiber racks. They install ladder rack, fiber raceways, ethernet baskets, and customer equipment within the racks. And of course, they complete precise, detailed wiring and fiber installation to bring all devices together into a functional hub. Upon entering a hub, partners and competitors immediately know that the Network Connex team has been on the job, recognizing the high quality, aesthetic output.

As work progresses, technicians leverage highly-developed problem-solving skills to suggest innovative solutions that fit the project scope and maintain the planned schedule. The Network Connex team ensures that their work doesn't interfere with current hub activity or impact uptime for consumers. They consistently deliver detailed progress reports to the customer team to help ensure project readiness and meet interdependent project completion dates.

During a hub audit, it is common for the Network Connex team to build an Excel spreadsheet to log detailed information for each individual cable/fiber. Using the industry standard of Row, Rack, Elevation, Slot, and Port, they indicate the origination and destination of each cable/fiber. The team then uses this information to print the labels that are placed on each cable/fiber end to identify what they are and where they are going.



MISSION

As the broadband MSO maintains and expands services in the North Carolina market, the Network Connex team continues to provide turnkey ISP services for multiple hubs, including space audits, cabling, and equipment installation necessary for current and future functionality.

HIGHLIGHTS

Network Connex's national ISP team offers the benefits of turnkey partnership from a large, nationwide provider with exceptional quality, personal relationships, attention to detail, and detailed communication that are often the hallmarks of a small, local firm. A highly developed understanding of the data center and hub environment and years of experience drive the team's dedication to their craft and places their skillset above all other providers. They continue to deliver high quality assessment, communication, and installation inside cable hubs, and look forward to supporting our broadband MSO customer in North Carolina for many years to come.

**NETWORK
CONNEX**

5101 Thatcher Rd
Downers Grove, IL 60515

info@networkconnex.com
networkconnex.com

Connect with us



888-638-1198