

CompuCom 技师利用 Versiv FiberInspector™ Pro 保证光纤检测“一步到位”。

目录

概览

概述

挑战

解决方案

结果

概览

Customer: CompuCom

Industry: IT Service Management

Location: U.S.

挑战：

总部位于德克萨斯州达拉斯的 CompuCom 让客户能够专注于各自的核心业务，而 CompuCom 负责技术方面。CompuCom 提供托管 IT 服务、集成和咨询，以及专门负责数据中心、网络、语音和终端用户环境的团队，支持的用户单在北美便超过四百万。CompuCom 的客户之一，一家位于美国前 10 位的全球零售商，需要较高的光缆检测标准，包括更快的测试和更全面的报告。为此，CompuCom 的团队向 Fluke Networks 求助。

结果：

作为为此零售商提供的服务的一部分，CompuCom 团队维护着三个数据中心和一个备份库，其中包含近 20,000 台服务器和 150,000 多条线缆。该团队采用 Fluke Networks Versiv 线缆认证平台并结合 FI-7000 FiberInspector™ Pro、OptiFiber® Pro OTDR 和 CertiFiber® Pro 线缆损耗测试模块，使检修和升级更加方便。及时采用推出的 FI-7000 后，该团队显著提高了测试和报告标准，同时简化了测试结果的可访问性和管理。FI-7000 能更快地获得测试结果，每年可节省数千美元。更重要的是，CompuCom 的客户对 FI-7000 带来的更高水平的速度、质量和可靠性非常满意。以至于该客户现在已经开始向其他服务提供商要求同样的标准。

产品：

FI-7000 Fiber Inspector™ Pro

概述

With more than 11,500 employees, CompuCom offers its customers a variety of managed IT services, integration and consulting across various specialized services, including data centers, networks, voice and end-user environments. By managing its customers' IT activities, CompuCom frees them up to focus on their core businesses. As a result, their customers trust CompuCom to handle an excess of four million users across North America alone. In the case of one of their clients, a top 10 global retailer, CompuCom needed to discover and facilitate more efficient and effective ways to meet their customer's high standards for fiber cable inspection, testing, and certification, as well as more streamlined reporting.

挑战

The CompuCom team of 25 staff, dedicated exclusively to this retailer, maintains three of their client's data centers and one backup bunker, containing nearly 20,000 servers and more than 150,000 cables. The team was responsible for upgrading the existing infrastructure, primarily made of MPO cabling, to a larger LC-APC cable backbone to future-proof the network for support of voice and video applications. To ensure a smooth upgrade and maintain compliance with the client's standards for reporting, the team needed to find a testing and certification procedure that would allow them to prevent installation errors, document results, and minimize related issues in the years to come.

解决方案

Contamination is the leading cause of fiber failures and, therefore, an ever-present concern for CompuCom. To minimize contamination issues and fiber failures, CompuCom chose the Versiv platform for fiber cable testing, repairs and upgrades. The combination of the FI-7000 FiberInspector Pro for fiber optic cable inspection, with additional modules for optical loss (OLTS) and Optical Time Domain Reflectometry (OTDR), has provided the CompuCom team with a comprehensive tool set that they, and their client, can trust.

The FiberInspector Pro gives users the flexibility to certify fiber cable end-faces to industry standard IEC 61300-3-35, or manually grade them. The FI-7000 highlights defects on the end-faces, and rather than just coloring the defect area, the FI-7000 colors the defect and highlights its background, making it clearly visible. Defects that fail the IEC standard's requirements are colored red, while defects that pass are colored green. CompuCom found one of the key benefits of the FI-7000 is the ability to record images of end-face inspections, allowing the team to store both end-face images of a fiber directly with the Versiv test results.

The team can then combine end-face images with CertiFiber Pro OLTS and/or OptiFiber Pro OTDR test results for the complete installation and certification history, which is available to CompuCom's clients whenever requested.

"We rely heavily on the Versiv platform," said Mike White, Network Infrastructure Manager at CompuCom. "It is a strong toolset that is essential to our fiber inspection, optical loss testing, and OTDR activities. It definitely saves man-hours and makes each job quicker."

结果

The Versiv platform provided the CompuCom team with a single tool that provided complete documentation (end face, loss, and OTDR) for their fiber infrastructure as they migrated from MPO cabling to LC-APCs. The FI-7000 automated the end face inspection process, returning results in just over a second. They used the OptiFiber Pro to provide simple and fast OTDR analysis of each link, and for loss testing, they used the CertiFiber Pro, which they found to be highly accurate and fully compliant with the latest Encircled Flux standards. Each of these tools contributed to improving the team's efficiency and accuracy. Moreover, the team was able to integrate all results into a combined report for each link using the LinkWare™ PC software. As a result, a migration of 3,000 links from 1 to 10 Gigabit Ethernet went off without a hitch. And, if problems come up in the future, the CompuCom team can refer to their LinkWare PC documentation to quickly resolve disputes with third party service providers.

Since adopting the FI-7000 FiberInspector Pro, the CompuCom team has cut its testing time in half, saving at least \$3,000 in labor each year. Additionally, it has helped the team raise standards in testing and reporting, and made the management of test results data much easier to share with clients.

"The software package that Fluke Networks offers with the FI-7000 end-face inspector, the OTDR, and the optical loss and copper testing gives me the ability to do a job, save the results, and walk away," continued White. "The most important thing for me is that it saves time and makes each job quicker, more efficient and cheaper. I can now provide my customer with a detailed two-page document that gives OTDR results and end-face inspection results in a seamless format. Nobody wants to go back to the old system because it involved far too much manual work."

The Versiv platform is intuitive, but it does require some training to get the most out of its features. The CompuCom team was very satisfied with the level of training and service they received from Fluke Networks and their local sales partner, Data Strait. "Both the local representation from Data Strait and the engineering and customer support from Fluke Networks have been excellent. They helped us master the file database tree, which really helped us organize our test results. As a former field guy, I know that keeping test results organized is a challenge, so these tools have helped us stay organized in the field, which keeps our database as accurate as it can be."

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