



CASE STUDY / SUCCESS STORY

ATLANTIC TECHNOLOGY CENTRE

Case Study Atlantic Technology Centre

Client: Atlantic Technology Centre www.atlantictechologycentre.ca
Location: Prince Edward Island, Canada
Business type: New product development, testing, e-learning, research & development
Network infrastructure: LAN networks based on fiber and copper cabling
Type of project: Data and telephony cabling management.
Information kindly provided by: Scott McGuigan, Manager IT Services



The Client

Atlantic Technology Centre (ATC) is a showcase facility dedicated toward the development of the IT and New Media industries within Prince Edward Island (PEI). The building supports a business environment and atmosphere ideal for education, research and development programs. One of the most technologically advanced buildings of its kind, ATC is a world-class example of the “best of breed”, with ready built, quality of service, layer-three networking infrastructure.

Cabling Structure

ATC has a complete structured cabling system consisting of both Category 6 (Data & Phone), twisted-pair copper under a raised access floor and redun-

dant Fiber.

The optic risers run from the basement communication room to each floor as well as fiber is fed between each floor. All cross connections (Data, Voice and Fiber Optic) cabling is housed in secure communication rooms located on each floor.

The Challenge

ATC wanted a visual way of seeing the layout of all cabling and a standardized way of tracking changes.

The Lead Up

Previously ATC’s tracking was accomplished through a mixture of Excel, Access, and Visio files, which together didn’t provide the capabilities and functionality needed.

The Approach

PatchManager was incorporated gradually during a migration project. ATC approached the project, floor by floor, importing all copper cross-connects first before setting up the fiber/copper up-links between the floors. The final phase of work was to integrate all the phone connections on each floor.



The Results

Scott McGuigan, Manager IT Services:

“So far, PatchManager has delivered on its promises. We now have a simple to use and understand product for tracking the cabling in ATC. Change management is also being monitored using the work orders feature; reports can be quickly generated to check for client billing purposes, etc. The software is actively used by the network administration staff at ATC.”•

- > **Visual layout and standardized tracking**
PatchManager provided a complete tracking of the cabling that a mixture of Access, Excel and Visio could not.
- > **Support**
PatchManager’s support responded quickly with solutions to client problems and took on board suggestions for developing new customer-inspired features. ATC highlighted PatchManager’s after sales/customer care as being exceptional.
- > **Reliability**
PatchManager delivered on its promises.
- > **Scalability**
PatchManager allowed the ATC to migrate the data during their phased implementation.
- > **Work orders**
PatchManager allowed managed and controlled changes.

Customized reporting for client billing purposes

PatchManager’s customization capabilities enabled ATC to assign customer billing codes to individual parts of the infrastructure, making it easy to generate reports for billing based on what clients use.

Find out for yourself how PatchManager can ease your network management by requesting a trial version through our website <http://patchmanager.com>



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