



WHK-TCM Smith accounts for neater server room HighBand® 25 solution saves room and removes clutter for North Queensland accounting firm.

CASE STUDY

CHALLENGE

WHK-TCM Smith is North Queensland's largest accounting firm catering mainly to SMEs. When the firm recently moved its server room between floors, the IT team decided to implement a solution to make the room neater and more user-friendly. The previous server room was somewhat chaotic, with no racks or patch leads to maintain order. This made moves, adds and changes difficult and time-consuming. The mess of cables and patch points was unsightly and took up valuable space.

STRATEGY

Based on the recommendation of their integration partner Multicom Queensland, WHK-TCM Smith chose ADC KRONE's HighBand 25 cross connect solution for its neatness and Patch-by-Exception functionality.

RESULTS

The ADC KRONE solution has achieved WHK-TCM Smith's twin goals of space-saving neatness and greater efficiency. The firm plans to expand its use of the solution to its other two floors within the building and expects to gain further benefits as the IT team becomes more familiar with the solution.



HighBand® 25 offers a tidy presentation for operations.

WHK-TCM Smith is the largest accounting firm in North Queensland with offices in Townsville, Charters Towers, Innisfail and Hughenden. Its specialised services include taxation, financial planning, lending and finance, corporate governance and management accounting to name just a few. WHK-TCM Smith's 130 employees service clients as far north as Papua New Guinea, as far west as Mt Isa and as far south as Brisbane. The firm has been in operation for more than 30 years.

As with any successful accounting firm, WHK-TCM Smith needs to have instant access to a fast and reliable communications network to ensure the best service for its clients.

Relocating server room creates opportunity for neatness

When the firm decided recently to move its server room to a new floor within head office, WHK-TCM Smith's IT team had the chance to improve the server room's neatness and efficiency. The previous server room was somewhat chaotic, with hundreds of patch leads across two racks and very little cable management. This made moves, adds

and changes difficult and time-consuming. The mess of cables and patch points was unsightly and took up valuable space.

"With 130 staff the last thing we needed was a messy server room. It made things quite difficult whenever we needed to make changes," says WHK-TCM Smith's IT Manager Glenn Allan. "The main thing we wanted to achieve within the new server room was definitely neatness, which we knew would lead to greater efficiency."

Patch-by-Exception solution

WHK-TCM Smith's IT team worked with long-time partner Multicom (QLD) to find the ideal solution for the new server room. Multicom recommended ADC KRONE's HighBand 25 Patch-by-Exception solution, as they knew it would fulfill the twin goals of space-saving neatness and greater efficiency for moves, adds and changes for both Voice and Data services.

ADC KRONE's HighBand 25 solution allows for maximum throughput beyond one gigabit and is the platform of choice for the most advanced

networks. The solution provides exceptional manageability and its modular design allows it to be easily expanded after installation if required.

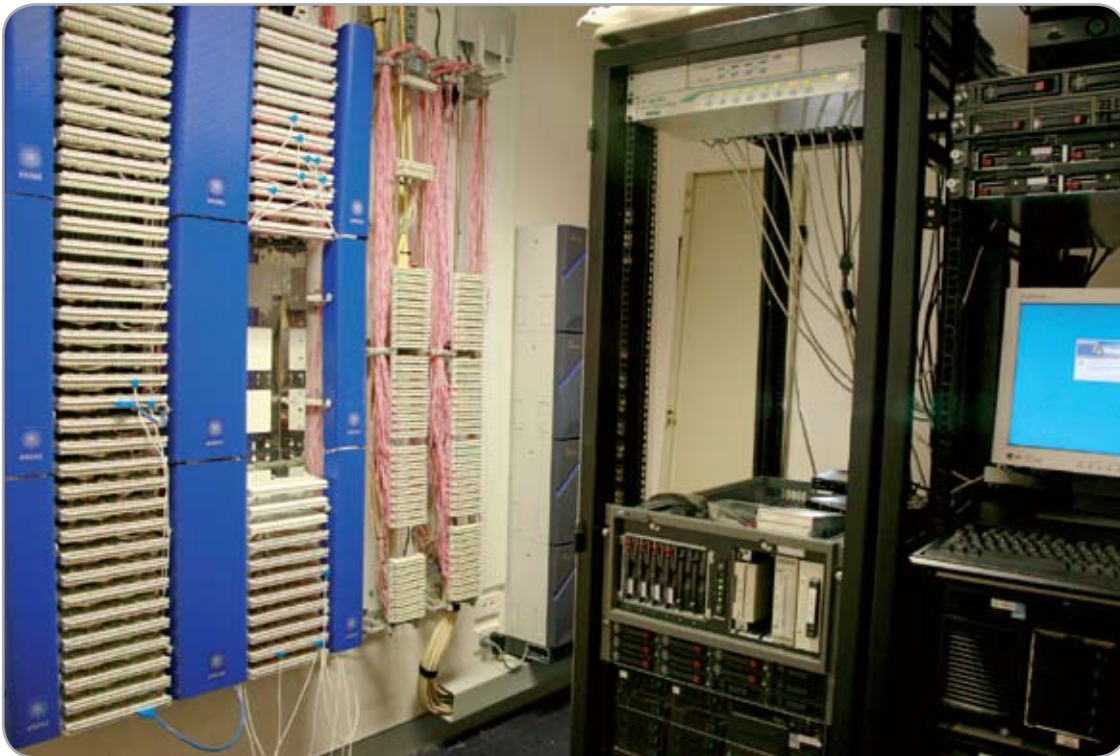
HighBand 25's Patch-by-Exception functionality will save time with moves, adds and changes as well as reducing costs. Unique to ADC KRONE, Patch-by-Exception allows the normal cross connect configuration to be wired using jumper cable. Then, when a change in configuration is required, the new connection can be made instantly by plugging a HighBand patch cord into the module, overriding the jumpered connection. Patching therefore becomes the exception, not the rule.



Uncluttered labels at the top of HighBand modules.

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Category 6 cable terminations on HighBand 25 and voice terminations on 600-pair Profil frame.

The end result is a neat, orderly and easy-to maintain telecommunications closet. The tangled mess of patch cords is eliminated and maintenance and record keeping are simplified.

Installation

Installing the ADC KRONE HighBand 25 solution on the third floor included more than 150 Category 6 cable outlets as well as new fibre links to other floors. The server racks were connected with ADC KRONE Category 6 active leads and voice tails were connected from the PABX onto the HighBand 25 frame to enable full Patch-by-Exception for both voice and data users. With the existing floors still utilising the old patching format, there were a few issues. According to Glenn Allan, this was mainly due to the identification of outlets and links between two different systems.

“We ran into a few problems, for example, some of our patch points were damaged, but most of these were outside of ADC KRONE’s control,” says Glenn. “Overall, though, I was very happy with the way Multicom and ADC KRONE worked together to get the issues solved and the HighBand 25 solution up and running.”

Results

WHK-TCM Smith’s IT team found that they had achieved their goals of a neater solution that is simple to use.

“We’re still learning how to get the best out of ADC KRONE HighBand 25, but we can see the possibilities. We plan to switch our other two floors over to this system, which is when we think we’ll start to see some real benefits in terms of efficiency,” says Glenn.

“Most importantly, we’ve achieved less clutter in the server room. We’ve even been able to reclaim a rack for other uses, which is great. I’d definitely recommend the system to other organisations with similar needs,” he concluded.

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www.adckrone.com/au

AUSTRALIA 2 Hereford Street, Berkeley Vale NSW 2261
Mailing Address: PO Box 335, Wyong NSW 2259, Australia
Sales Support: 1800 801 298

www.adckrone.com/nz

NEW ZEALAND 2 Nevis Street, Petone, Wellington
Mailing Address: PO Box 38-177, Wellington Mail Centre 6008, New Zealand
Sales Support: 0800 657 663

ADC Telecommunications, Inc., P.O. Box 1101, Minneapolis, Minnesota USA 55440-1101
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