

Case Study

Industry: Education

Mid-Atlantic University

Project: Structured cabling system/MAC work

Major challenge: Ensure 100% quality



The background.

Maintaining the data networks at a major mid-Atlantic university is a multifaceted job. On the administration side, the university must make sure all its departments are wired and interconnected for smooth operations. As a center of education, it also must make sure it offers students up-to-date network technology. As networks keep getting faster and more sophisticated, maintaining them is an ongoing project.

Our client, a major mid-Atlantic university, demands 100% quality for all contract work. Whether it's a new installation, or moves, adds, and changes (MACs), the university maintains a zero-tolerance policy. If a job isn't done right the first time, the vendor must make it right. That's why the school contacted Black Box a few years ago for its structured cabling and MAC service work. It wanted a company that could coordinate its MAC work on campus, execute the work on a timely basis, and make sure the networks performed perfectly.

On-site coordination.

To accommodate the vast needs of the university, Black Box actually stations a crew on-site. The Black Box team consists of a supervisor and a team of approximately 20 technicians, all of whom are familiar with the university, its networks, and its policies. All the MAC work for the university comes directly to the Black Box supervisor on-site, and he coordinates the work, schedule, labor, and materials.

The projects.

Day-to-day MAC work includes many different types of projects, such as moving personnel, moving departments, setting up computer centers, and data center work.

Another project involves upgrading and rewiring student dormitories with Category 5e cable. Each dorm room must have a minimum of two data connections, as well as one cable TV connection. This work takes place while the students are away on summer break.

Technology upgrades include replacing and upgrading an older ThinNet network with CAT5e cable. Because the university has approximately 22,000 ThinNet locations, this was an ongoing project.

Large projects have included new construction, such as the university's sports medicine building and an animal research facility. Black Box installed fiber optic and UTP cable for both buildings' voice and data systems.

Depending on the project, the university also uses Black Box materials, such as cables, racks, patch panels, jacks, etc., which carry a lifetime guarantee.

The challenges.

The primary challenge is making sure all work is done right the first time. But because Black Box already adheres to and follows quality processes and procedures, the relationship with the university is solid. The on-site Black Box team tests all its work before completion and certification.

Black Box makes the grade in experience, reliability, and quality. It's a complete solution from one source—Black Box.



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