

Tellabs® Global Services Helps Large Regional MSO Deploy an IP/MPLS Network for State Government

Working with service provider clients to support client needs — from network planning to installation and ongoing operations — is a core competency for Tellabs Global Services. And as the experiences of a cable Multiple Systems Operator (MSO) in North America illustrates, Tellabs Global Services can be an excellent choice even when Tellabs equipment is not involved.

Speeding Time to Market

A regional MSO in the United States, offering advanced video, data and voice services in several states where the company has extensive facilities serving many smaller markets. The company won a contract from a state government to provide a portion of its next-generation Statewide Communications Network based on the Internet protocol and supporting multi-protocol label switching (MPLS).

More and more organizations are making the move to IP/MPLS because it offers a lower cost per bit than earlier technologies and can support multiple traffic types (voice, video and data) over a single network, eliminating the expense of operating separate networks. As a manufacturer of numerous IP/MPLS-based products and other communications equipment, Tellabs has strong expertise in this area. The company's Global Services unit is frequently called upon to participate in deployments with a wide range of clients, including wired and wireless service providers and competitive carriers, as well as cable MSOs.

Ultimately the state's IP/MPLS network will interconnect 550 state government locations. The MSO's responsibility was Phase One, interconnecting 87 government locations and carrying voice, data and video traffic.

While the MSO handled the installation of core IP/MPLS network equipment on its own, it enlisted Tellabs to handle installations at the individual sites, which included 56 county courthouses, 10 department of transportation facilities, 12 universities, five correctional facilities, four state agencies and one city/county facility. Tellabs' responsibilities included site review, installation and testing, and cutover support. Where possible, sites were connected via fiber connections to the MSO's network. Where that was not practical, T-1 connections were ordered from the incumbent local exchange carrier.



Executive Summary

Client

Large regional cable MSO in North America

Project

An 87-site IP/MPLS deployment for a state government

Tellabs Solution

A dedicated project team provided:

- Site survey and audit
- Pre-configuration and testing
- Installation and testing
- Cutover support
- Project management

Business Results

Enabled the MSO to complete the project more quickly while minimizing the need to add staff.



Several Tellabs employees were devoted solely to the project for several months. These included a technical project manager responsible for coordinating activities with the MSO and the state sites and a team of field technicians.

The team's first task was to review all of the sites. "They looked at each location and worked off of a punch list," explained Jay Tallmon, consulting manager and the overall project supervisor for Tellabs. The site review determined specific requirements, such as the exact location where equipment would be placed, how power would reach it, and how far the demarcation point would need to be extended.

Tellabs established a staging area where the technical project manager received all equipment and was responsible for pre-configuring and staging it. Media converters were used at sites with Ethernet or IP connectivity, while routers were used at sites with T-1 connections. Pre-configuring the equipment maximized the efficiency of the field technicians, who installed the equipment, tested it and integrated it into the system, completing as many as two sites per day.

Tellabs Global Services — The Right Partner, The Right Solutions

Although Tellabs is best known as a supplier to telephone companies, the company also has made substantial gains in the MSO market and has developed strong relationships in that market over the years. Several key cable industry references helped persuade the MSO to award the contract to Tellabs.

"We were invited to respond to the request for proposal 10 days before it was due — we put together a response based on our significant IP/MPLS technology and MSO industry experience and got short-listed," recalls Matt Hayes, senior business manager for Tellabs.

"We developed a strong working rapport with them almost instantly," notes Hayes. "They liked our ability to echo back what they had said and to provide an actionable plan. We were speaking the same language." Tellabs director of professional services, Tim Ayers, expects to see Tellabs' Global Services unit involved in a wider range of projects to support a wider variety of clients in the future. "In today's highly competitive environment, time to market is more critical than ever, and working with Tellabs Global Services can reduce that time by 30% or more, depending on the project and the level of engagement."

Working with Tellabs also eliminates a service provider's need to add personnel at a time when expenses are being watched more carefully than ever. "Often a client needs a certain type of expertise for only a short period of time, which makes Tellabs Global Services a perfect solution," comments Ayers. "And because we specialize in this area, our people have honed their skills to a level that can be difficult for client personnel to achieve."

In addition to the site survey, installation and testing, and cutover support services that Tellabs provided the MSO, Tellabs also provides network planning, including architecture and design; deployment engineering; ongoing network operation, support and maintenance; network optimization; performance enhancement; capacity planning and training; and other services. Tellabs' reference clients include a wide range of communications service providers from around the world.

About Tellabs

Tellabs helps customers succeed through innovation. That's why 41 of the top 50 global telecom service providers chose our mobile backhaul, optical networking and business services solutions. We help telecom service providers, independent operating companies, MSO/cable TV companies, enterprises and government agencies get ahead by adding revenue, reducing expenses and optimizing networks.

With wireless and wireline networks in more than 90 countries, we enrich people's lives by innovating the way the world connects. Tellabs (Nasdaq: TLAB) is part of the NASDAQ Global Select Market, Ocean Tomo 300™ Patent Index, the S&P 500 and several corporate responsibility indexes, including FTSE4Good and eight KLD indexes. www.tellabs.com

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