



Cable & Wireless Case Study

Cable & Wireless

Cable & Wireless is a leading supplier of IP services to FTSE 350 companies and one of the world's leading international communications organisations, providing enterprise and carrier solutions to the largest users of telecoms services. Cable & Wireless has expanded its services through acquisitions such as Energis (also used NCAT for network training), Pipex and Bulldog and is a major player in web services for companies including installation of high-speed Internet and Intranet networks, hosting and site architecture operating from over 50 countries.

Background

NCAT have been a trusted supplier of tailored training to Cable & Wireless for over 3 years. We first developed from scratch an 'Ethernet over SDH' training course which was rolled out across the NOC (Network Operations Centre). This project enabled Cable & Wireless to offer WAN Ethernet on a national scale providing customers with either 10 or 100Mbps WAN connections whilst also providing VLAN support over these WAN links. Following the success of this project, NCAT were asked to supply training for a new NOC project entailing the interconnection of 18 sites each with 10Gbps.

Challenges

Given the device configurations and network diagram we were asked to design and develop a training course focused on mirroring the production network topology and technologies. Due to the spectrum of knowledge across the NOC a TNA (Training Needs Analysis) was used to both stream delegates and ensure their residual network knowledge was quantified to ensure maximum benefit and reduce unnecessary duplication. An additional challenge was to schedule the training to accommodate NOC shift patterns and complete training before the 'go live' date.

Benefits

The course enabled delegates (from CCNA to CCIE) to monitor, support and troubleshoot the new customer network. Because the training mirrored the production topology and technologies this not only increased the relevance of the training but also enabled the break/fix sessions using 'live equipment' to mirror real problems and issues. In addition to training material, delegates were afforded the opportunity to experiment. As the training was conducted onsite this enabled 3rd line support staff to be physically available if required.

Conclusions

Within a 9 week period a new training course had been developed from scratch and 6 courses rolled out across the different NOC shift teams. This enabled Cable & Wireless to meet the project 'go-live' date. NCAT not only supplied the training but also the developed courseware enabling the internal training department to provide on going training. Following the extremely successful outcome of this project NCAT continue to be a trusted supplier to Cable & Wireless.