

Telenet, Belgium

At the heart of Telenet's Service Operations Center

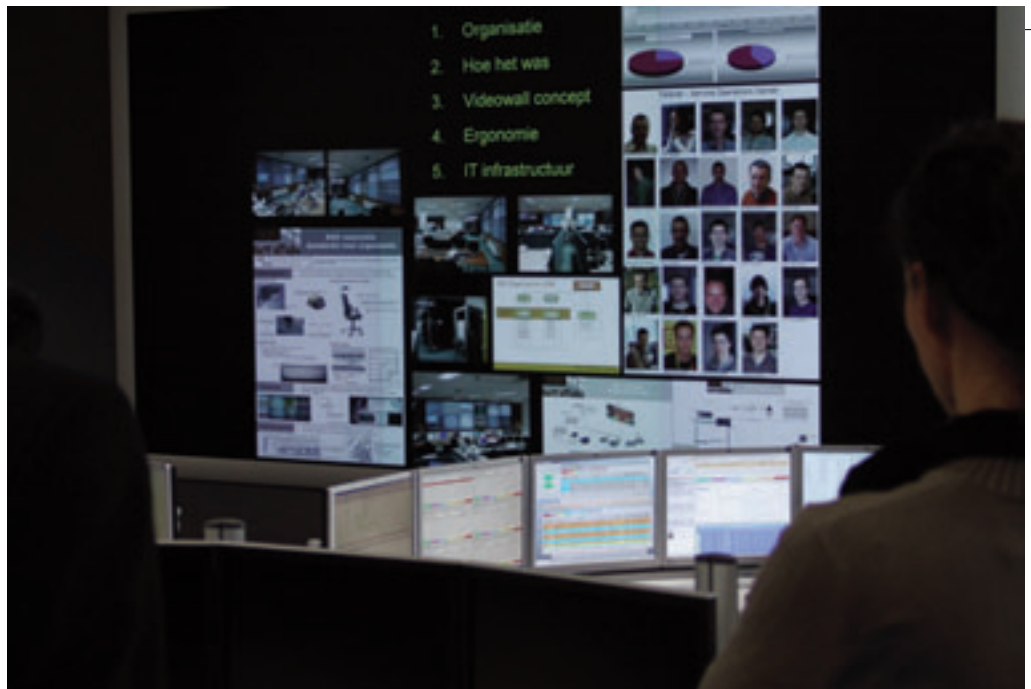
"Since its installation, we've managed to cut energy consumption at the SOC by 90% - which is worth EUR 25k to us per year and outlines our participation with the CO2 footprint project. So the migration to the new system helped us boost our performance at a low operating cost"

Johan Van de Vondel, SOC Manager



Telenet, set up in September 1996, has become a household brand in the Belgian media and telecommunications market. The company's Internet, telephony and television solutions find their way to residential as well as business customers. To provide them with world-class quality and services, Telenet deploys the most reliable, manageable and hi-tech equipment available on today's market. Not in the least at the on-site Services Operations Center (SOC), Telenet's nerve center where all networks and services are monitored, 24/7.





“Customers simply don’t want their Internet, phone or TV connection to fail. If it does, they want us to solve it before they’ve even noticed it,” Johan Van de Vondel, SOC manager, started off. So the SOC staff has a great responsibility. To facilitate their task and boost their motivation, Telenet recently refurbished the center. The plans included a new visualization system, as the functionality of the existing Barco video wall was, after many years of excellent service, no longer perfectly up to the job. To fully support the intensive visual monitoring of network connections and services, including the recently added digital broadcasting services, Telenet wanted a user-friendly, advanced system with DLP technology.

First-class support and services

An intensive study of three tenders resulted in a new contract with Barco. “Besides technical leadership, easy system maintenance and first-class support swung our decision. We knew Barco could provide local support in Belgium and would live up to its pledge of rapid intervention 24/7, in case of difficulty,” Johan explained.

Productivity and ergonomics boost

Together with the Barco team, Telenet installed Barco’s new OV-815 80” rear projection video wall display with built-in DLP technology, in a 3x2 linear set-up. It quickly enhanced SOC’s performance. Thanks to the graphical monitoring, the SOC has now a 360° view on every network connection and every service, so that problems are immediately detected. Moreover, the Barco solution has made the working life of the 26 SOC staff more pleasant.

“While the new screen is smaller than its predecessor, the level of detail is much greater due to its superior brightness, contrast and large viewing angles. Operators can zoom in or even change the display set-up. And the views are user-driven: they can be changed dynamically depending on the information needs. On top of that the control systems are very user-friendly and easy to maintain, which was a prerequisite for Telenet.

Substantial cost savings

Last but not least, Barco’s video wall helps Telenet save costs and protect the environment. Johan: “Since its installation, we’ve managed to cut energy consumption at the SOC by 90% - which is worth EUR 25k to us per year. The long wear life of the lamps (x 3!) also adds to our savings. So the migration to the new system helped us boost our performance at a low operating cost.”

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Barco is an ISO 9001 registered company. The information and data given are typical for the equipment described. However any individual item is subject to change without any notice. © October 2008 by Barco

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