

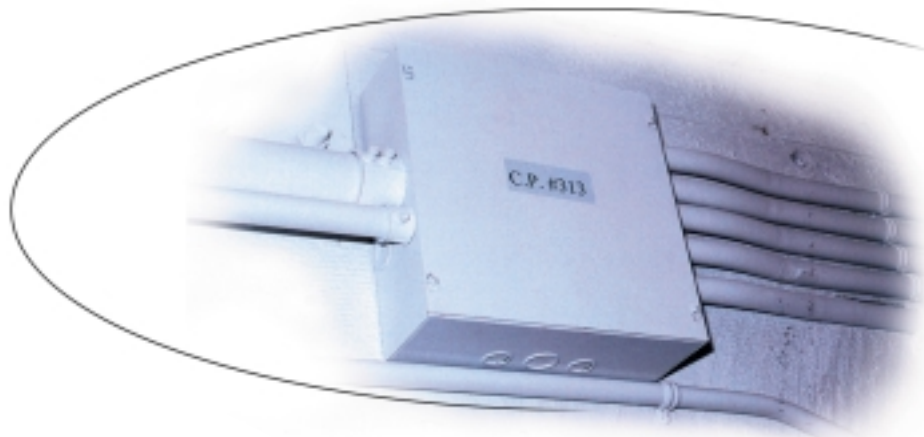
SEAGATE SOFTWARE



About Seagate Software

- Seagate Software is an international software corporation headquartered in Scotts Valley, California. Established in 1984 as Crystal Services Inc., Seagate Software was purchased in 1994 by Seagate Technology (NYSE: SEG), the largest independent disc drive and related components company in the world.
- Today Seagate Software is a majority owned subsidiary of Seagate Technology with annual revenues of \$142 million in FY99, and approximately 1000 employees in 30 offices worldwide. Seagate Software helps businesses bring people and information together. Seagate Software's business intelligence software enables organizations to access, analyze, report and share the vital data they store in data warehouses and databases. Seagate Software was at the forefront of the rapidly growing business intelligence industry with more than seven million licenses of their award winning software shipped.
- The formula that drives their business is quite simple, and these four words are at the heart of what they do. Access. Analyze. Report. Share. These are the tools that Seagate Software uses to help companies bring together their two most valuable assets—people and information. The customers constantly challenge and motivate Seagate Software to make their software the best business intelligence software on the market. Their customers inspire them to develop the best products, and their achievements speak for the culture and spirit of the company. Seagate Software's dedicated employees around the world bring commitment and passion to their work and their relationships with their partners and customers. That passion has propelled each of Seagate Software's products—Crystal Analysis, Crystal Reports, Seagate Holo and Seagate Info—to new levels of success, to greater challenges and to fresh opportunities.
- Currently, Seagate Software has customers in more than 75 countries including Global 2000 organizations such as Charles Schwab, Nike, Deutsche Bank, Boeing, NASA, American Airlines, FedEx, Aetna, and Pepsi-Cola. In addition, they have established strong strategic relationships with Hyperion, IBM, Informix, Lotus Corporation, Microsoft, PeopleSoft, SAP, and other industry leaders. Their products are marketed worldwide through distributors, value-added resellers, system integrators, retailers, direct sales, and more than 160 original equipment manufacturers (OEMs).

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Issues & Challenges:

- When Seagate Software decided to expand their office space by moving to a larger location, they chose a 6-story, 80,000 square foot heritage building, located not too far from its prior location in Vancouver, B.C. With the transfer to this new location, came some major renovations that would turn this building into a high technology center that would make it ideal for the support of the company's applications and services. One major renovation included the retrofit of the building's cabling system.
- The 6-story heritage building was constructed in the early 19 hundreds. It had to be completely revamped from the inside out. It was originally built of a brick and post and beam construction. The horizontal pathways consisted of a ventilated cable tray grid system for cable delivery to the consolidation point zones and conduit from the **CPs (Consolidation Points)** to the work areas.
- There were physical constraints for this retrofit. Due to space planning, this meant that the three telecommunications closets that should have been located on floors two, three and four, would have to be consolidated on the third floor only. The challenge was to design cable pathways that did not conflict with one another when entering and routing within a 12'x12' telecommunications closet, accommodating some 2,200 cable runs as well as all of the equipment side cabling. All of this was completed while respecting the cabling standards requirements.

Meeting the Challenge:

- This retrofit installation project began in April of 1998 and was completed in July of that same year. To meet its wiring requirements, Seagate Software chose to install the IBDN end-to-end structured cabling system. C-TRON Systems Corporation, a NORDX/CDT Certified System Vendor, was chosen to design and install the IBDN cabling system within this facility.

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The Design & Installation:

- A special BIX Wall design was chosen to meet the specific requirements for this installation. A BIX Cross-Connect field on a false wall was put together in order to accommodate an extremely high drop count terminated within a very limited space in the telecommunications closets.
- "Some major architectural design changes would have had to take place if not for the false wall and the high density benefits of the BIX Cross-Connect field. Without it, this installation would not have been accomplished so easily and so quickly." Explained Philip Adams, RCDD, V.P. Operations for C-TRON Systems Corporation and the telecommunications design consultant for this project.
- All building services such as HVAC, fire, security, electrical, mechanical and communications have been surface-mounted and made visible. The ceiling and all the building services that were mounted on it, were painted white to accommodate the reflective lighting system. The only exception to this rule was that the communication cabling was installed to look obvious when viewed through the rungs of the ventilated tray, in this case, some specially-ordered black, horizontal cable, was used. This part of the installation depicts the building's aesthetic design; even the paint was chosen so that all of the colors would match the complete cable installation.
- Mark Spencer, Manager of Telecom & Facilities at Seagate Software states, "The IBDN system has provided us with a reliable and flexible cabling system that supports voice and data communications within the building. The low space requirements of the BIX Cross-Connect fields have enabled us to make more space available for other uses. The combination of fiber optic and copper backbones has allowed us to easily use new technologies such as Gigabit Ethernet, while continuing to utilize our investment in technologies such as 100BaseT Ethernet. The ability to rapidly reconfigure our work areas is important to Seagate Software and the BIX Cross-Connect fields provide us with a means of rapidly making the necessary changes. We also like the way the BIX Cross-Connect fields keep our wiring closets looking neat and tidy by allowing us to use the exact amount of jumper wire needed for each interconnection. The use of consolidation points has enabled us to easily add additional communication outlets to our work areas without having to run new cables all the way back to the wiring closets."

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The Products

- The backbone cable was installed into the 3 telecommunications rooms. One telecommunications room is located in the equipment room and serves the basement floor and the first floor. Another telecommunications closet is located on the third floor and serves the second, third and fourth floors. The third telecommunications closet is located on the fifth floor and it serves that floor only. The voice backbone consists of IBDN 100 and 25 multi-pair cable in a star topology on floors five and three going to the first floor. The data backbone consists of one 12 strand 62.5/125MM cable and 12, 4 pair IBDN Plus Category 5 cable between each closet running from the floors one to three, floors three to five and floors five back to one. This is a redundant loop design where each telecommunications closet serves as a backup for the other in case one of them should become inoperative.

- The horizontal installation includes 2,954 active wall outlets out of a potential 3,384 terminated runs out to 141 consolidation points. Each consolidation point serves 6 users at 4 outlets per user to the work areas. Each consolidation point serves 6 users at 4 outlets per user. The horizontal cabling that was used in this project featured the IBDN Plus Series cable. Each work area had MDVO outlets and faceplates. In the three telecommunications closets, the horizontal cable is terminated on BIX 12E mounts, conveniently housing 3 building zones. The horizontal runs were cross-connected to the equipment side with Category 5 BIX Cross-Connect wire.

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- *This system's design is also flexible enough to allow for system expansion; technicians can simply add or change hubs and routers without dismantling or redesigning the BIX system design.* •

Seagate Software Outlook for the future:

- The IBDN system installation signifies a dramatic change in the way that Seagate Software manages its network infrastructure. For instance, the BIX wall design means an improved patch cord manageability process and space-savings. This system's design is also flexible enough to allow for system expansion; technicians can simply add or change hubs and routers without dismantling or redesigning the BIX system design.
- Seagate Software's Vancouver facility accommodates users from many branches of the company, including research and development, customer service, information technology and finance. All branches of the company rely heavily upon voice and data communications. A mixture of 10BaseT Ethernet and 100BaseT Ethernet LAN connectivity is provided to users who run a wide range of applications including email, sales force automation tools and accounting systems. These systems place a high level of demand on our data network, and reliable access to them is crucial to our success. Other services provided to our users include ISDN and video conferencing services. The IBDN cabling system has effortlessly accommodated all of these requirements.
- The Seagate Software project was Certified by NORDX/CDT in October of 1998. Certification of this cable system provides the installed connection and distribution hardware with a 25 year warranty and the network and voice applications with a lifetime application assurance.
- The IBDN Structured Cabling System that was installed for the Seagate Software building can support its fast-paced environment and its ever-increasing demand for the rapid proliferation of data and the new ways of interacting between systems and users. This installation will deliver the benefits of a flexible, reliable network cabling system that is ready to bring Seagate Software into the new millennium.

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Company

Seagate Software,
a division of Seagate Technology, Inc.

Location

Vancouver, British Columbia, Canada

Vertical Market

Technology: Software Development

Number of Buildings

One building - 2,990 cable runs

Cabling System

IBDN Category 5 system with
2,954 cable runs and 36 runs
of fiber backbone cable.

Certification Date:

October 1998

For more information please contact:

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