Real World Applications

John Hancock Signature Services
The Schraffts Center

IBDN Structured Cabling System keeps Signature Services "up to speed" when providing the highest quality financial services available.

When John Hancock Signature Services decided to consolidate approximately 1,000 employees from the Boston Back Bay home offices into one location, the company chose 210,000 square feet of The Schraffts Center, located in Charlestown, MA, to realize this task. The group now occupies floors four and five of this illustrious five-story building.

Signature Services located in The Schraffts Center, Charlestown, MA

The John Hancock Corporation is renowned for its strong commitment to the values of quality, ethics, teamwork and customer service.They aim to be "the highest quality financial services company". Their core values state: "Customers are the reason we are in business. In order to establish lasting relationships, we provide the best customer service in the financial services industry."

In order to transform these goals into reality, John Hancock Signature Services utilizes special applications to serve its customers in the most efficient and effective manner. These applications are backed by a solid network cabling infrastructure that has been built for maximum reliability and flexibility.

Services such as the Customer Service Call Center, located on the fifth floor of the Schraffts building, focuses on providing fast, effective responses to customers by using its specialized applications.

"We know that the system's specific design will be able to tolerate the high frequency of moves, adds and changes without losing the integrity of connection."

Such applications include:

- A database system for the John Hancock policy holders that has been set up at the remote home office, running a LAN-based system using scripts to access the mainframe database.
- A 10Mbps switched Ethernet to the desktop system where a sonet ring allows Customer Service Representatives to access the mainframe to retrieve policy information.
- A Voice Recording System to allow Customer Service Representatives to document conversations with policy holders.

To meet its wiring requirements, John Hancock Signature Services chose to install the IBDN end-to-end structured cabling system. Metro Wire and Cable, Inc., a NORDX/CDT distributor, worked with Frontline Network Systems, the NORDX/CDT Certified System Vendor (CSV) that was chosen to install the IBDN cabling system within this facility.

This installation project was begun in March of 1997 and completed in August of that year. The two floors include one equipment room, which is centrally located on the fifth floor, serving as one of six (3 per floor) telecommunications closets.

"We chose the IBDN structured cabling system as a strategic investment for the company. The system gives us the confidence that we were looking for, we know that in the next 5 to 10 years it will grow and be compatible with the applications that will be implemented as a result of our business changes," explained Bob Horne, general director, Information Technology Services, John Hancock Corp.

NORDX/CDT
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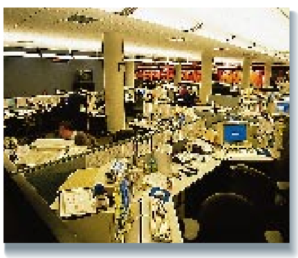
"We know that the system's specific design will be able to tolerate the high frequency of moves, adds and changes without losing its integrity of connection," said Horne. "And because it is certified to support high speeds, we know that it will continue to provide the level of support and reliability that we can count on."

The design of the cable support system was the most challenging task within this installation. The Schraffts Building, an old candy factory originally built in 1928, was constructed on a grid of concrete columns with a spacing of 20ft. x 20ft.

In order to support 4-pair station cabling bundles from the main cable tray to the cubical cluster feed point, a support system was constructed on each floor. Three hundred 3-bolt strand clamps typically used in aerial, outside plant construction, are anchored to the concrete columns at 14 feet above the finished floor. There is no exposed structural steel for cable attachments.



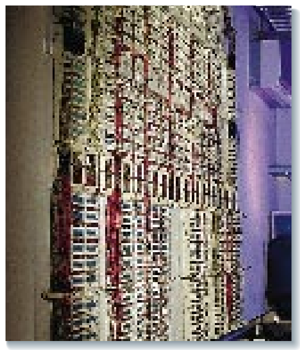
Workstations in the Customer Service Call Center

To support voice and data backbone cabling, a 24" x 4" cable tray was installed to connect the three communications closets. Station cabling bundles are supported by four Category 5 "J" hooks from the main wire tray point to the cubical feed point. The "J" hooks are fastened at every five feet to a 1/4" steel strand which runs 14 feet above the finished floor. The strand is attached to the building support columns using a 3-bolt clamp typically used in aerial outside plant construction. This attachment method provides a solid dedicated support system conforming to the industry standard with regards to attachment spacing and bend radius.

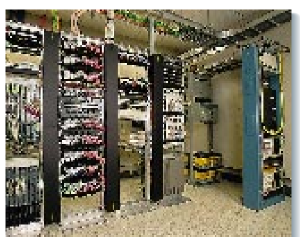
This main cable tray supports all voice trunking, fiber optic backbones and station cabling out of each closet. This installation includes 64, 100-pair Category 3 cables that are star-wired from the equipment room out to the telecommunications closets. A total of 16,000 feet of 100-pair cable was used for the voice trunk cabling. All voice cabling is terminated to wall-mounted BIX punch fields. The installation also includes 4,000 feet of optical fiber cable.

The data backbone consists of 24-strand multimode optical fiber which is installed in a star configuration from the equipment room. The six telecommunications closets have been "daisy chained" with a 12 strand multimode fiber.

The 1,100 work area outlets are wired with three IBDNFlex Plus series cables terminated with color-coded MDVO jacks at the work area. A total of 680,000 feet of IBDNFlex Plus cable was installed to complete the station wiring. In the telecommunications closets, the primary data station cables are terminated to high density 48-port patch panels with BIX backplanes. Voice cables and the third or auxiliary cable are both terminated to BIX punch blocks. The auxiliary cable may be cross-wired to support either a second voice or data connection at the work area outlet.



BIX punch down blocks installation in one of the telecommunications closets



Patch Panel Display in the Computer Room

The IBDN components installed in this IBDN structured cabling system have been "Certified" to be warranted for a period of 15 years from the date of installation against defects in materials and workmanship.

This IBDN Structured Cabling System is also guaranteed to support the applications for which the system was originally designed, as well as for any new applications, for as long as the system is owned in its original place of installation.

The IBDN Structured Cabling System, with its comprehensive warranty program, provides this John Hancock facility with peace of mind – it can rely on its installed cabling infrastructure to support today's and tomorrow's applications.

For more information on NORDX/CDT and our product lines, please call:

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Or visit us on the Net at:

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