

## Qualcomm Returns to CommScope for True Network Intelligence



Next-generation wireless communications is emerging as one of the most important technologies of this millennium. To ensure that the entire wireless industry is inspired and continues to evolve, innovate and experience success, Qualcomm develops its technologies and solutions to enable key participants in the wireless value chain. By partnering with and acting as an enabler to the business activities of these participants, Qualcomm ultimately allows consumers, professionals and government entities to benefit from the success of the wireless industry today and into tomorrow.

### **Dialing in on the perfect intelligent network**

For more than 20 years, Qualcomm's visionary technology has improved the way people communicate, work and live, one idea at a time. That success has led to more than 130 telecommunications equipment manufacturers licensing Qualcomm's essential CDMA patents. With that many customers, Qualcomm needs to remain at the top of its game.

Justin Cooley, IT Engineer at Qualcomm, sought to enhance the company's enterprise network by adding visibility through intelligent patching solutions. Qualcomm depends on its elaborate network for customer and employee communications, file storage, research and a host of other needs, so if the network experiences downtime, it slows their rapid speed of business. In 2002, Qualcomm chose a major cabling solutions manufacturer to provide a suitable patching solution to help manage the network on its large San Diego campus.

“Currently, Qualcomm has about 10,000 servers operating on its network, and it’s a monumental task to keep track of all of those; the iPatch System helps with that. The reporting capabilities of the system help us hone a specific machine to a specific switch, allowing us to better assist our customers in deploying the servers.”

— Justin Cooley,  
IT Engineer at  
Qualcomm

Unfortunately, the cabling manufacturer’s promise of network visibility through intelligent patching solutions came at a cost. The patching solutions clouded the Qualcomm network with additional traffic, and the IT department was having trouble utilizing the patching system manager to locate the exact location of virus breakouts.

“We were having a lot of viruses, and we couldn’t hone into a certain machine’s physical location in the building without numerous people having to go out and search for it,” Cooley said. “It would run rampantly through our network. It became really difficult to find the machine and get it offline before spreading any more.”

Also, Qualcomm was forced to pay a large annual fee to the cabling manufacturing provider for network patching services, including additional charges for the amount of ports monitored throughout the network. After a year, Qualcomm made the decision to abandon the problems and annual fees and return to a dependable cabling solutions leader.

#### **Qualcomm outfits network with CommScope intelligence**

Originally selecting another cabling provider over CommScope Enterprise Solutions, Qualcomm returned to CommScope and its SYSTIMAX® brand products in 2003, with hopes of achieving true network intelligence. Qualcomm implemented the SYSTIMAX iPatch® System and an entire network of intelligent cabling solutions.

CommScope BusinessPartners helped familiarize Qualcomm technicians with the iPatch system. During the implementation, iPatch experts provided an education in technology value to 70 technicians on the capabilities of the iPatch System and ownership responsibilities. Experts also demonstrated to Qualcomm how other CommScope customers were embracing the iPatch System and using the technology to better their network management.

#### **iPatch system helps manage Qualcomm’s vast network**

After implementation, it didn’t take long before Qualcomm was seeing the benefit of the iPatch System to its network. With more than 100,000 ports, Qualcomm has become the largest iPatch System user in North America, and with more than 250 network solutions that are online and being monitored, the company is the largest in the world to conduct physical monitoring of networks. With such a vast network, the iPatch System gave Qualcomm enhanced visibility into its physical layer.

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Cooley had no problems justifying the iPatch System purchase to Qualcomm executives. The iPatch System has enabled his technicians to diagnose network problems faster than ever. Under the old patching system, IT personnel would head to trouble sites uneducated about each situation. IT personnel constantly arrived on the scene with the wrong materials, increasing network downtime for Qualcomm employees. With the iPatch System, before they travel to the trouble site, the technicians have access to key information about each situation, like the length of the patch cord needed or where the closest open networking port is located. Technicians have dramatically reduced their time spent on IT cases and have been able to increase the number of daily tasks they perform. This network intelligence also has enhanced network security.

“If you have an unauthorized guest that comes into Qualcomm’s building, there are multiple wireless access points available for corporate espionage,” Cooley said. “With access to the network, an experienced person could tunnel through the system, access core servers and attempt to steal files or plant a virus. With other systems, it would be difficult to find, but with the iPatch System, you’re safeguarded. IT receives an address from where the network breach has occurred, and the access point can be shutdown immediately. We also can pinpoint the location of the breach and narrow down the search to find the network intruder.”

Ultimately, with the SYSTIMAX iPatch System in place, Qualcomm received added insight and vision into the network’s physical layer, resulting in the ability to gather knowledge intuitively for better management and control of its network. Qualcomm returned to CommScope for true network intelligence, received proper implementation and training on all of its SYSTIMAX-brand solutions and established a strong sense of value in its network. For Qualcomm, the grass truly was greener with CommScope.



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