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CASE STUDY

AUTOMATING OPERATIONS: FACTORY VS FIELD

BACKGROUND

CHH's customer is a provider of telecommunications services with a large field engineering operation.

ISSUES

This customer was utilising its field engineers to undertake a wide range of time consuming manual integration tasks in situ, often in difficult working conditions.

These highly qualified and expensive engineers were undertaking tasks that could have been automated and tested elsewhere, allowing them to concentrate on more productive and cost effective operations.

In addition the conditions that they were working in meant that quality issues were inevitable, resulting in further testing to isolate the faults and maintenance to resolve.

CHH conducted a complete process audit which identified the end to end activities, products and processes used. This information was processed by the engineering team to re-design the complete process, resulting in a simple plug and play operation in the field.

RESULTS

Once the process audit was complete CHH were able to advise its customer on how to simplify, streamline and consolidate their processes. The innovative solutions that CHH designed ensured that these installations could now operate as a plug and play operation.

CHH pre terminated all of the cables and encased them in a specially designed vac form sheath such that they could be safely managed across congested, narrow and difficult to reach cable trays, and simply offered up and plugged in at the other end.

This improved the quality of cable terminations and simplified the installation process whilst reducing the potential for faults and further maintenance costs.

BENEFITS

- By redesigning the entire process huge immediate savings and reduced longer term maintenance costs were made
- By designing a product that could be installed in unfriendly conditions such that it could not be damaged in the process made the whole operation easier to manage

Creating plug and play operations, reduces cost, improves installation time, quality and repeatability of services, whilst delivering real bottom line results.

- By pre terminating and testing in a factory environment reduces costs and improved quality

