

Case Study

Npower

Customer	Npower plc
Location	Aqueous Business Centre, Waterlinks, Birmingham
Requirements	A structured cabling system for a busy call-centre which is reliable and future-proof
Equipment	Excel Structured Cabling System
Customer's View	"The option to implement Excel cabling from North Voice and Data meant we could have a quality infrastructure with Gigabit technology. The comprehensive Mayflex warranty guaranteed a reliable solution"

Ann Rivera, Support Services Manager, Npower

excel
without compromise.

Npower have over 50 years' experience as MEB and Npower. They employ nearly 1,400 staff and serve over 5 million customers with gas and/or electricity. They are the leading suppliers of electricity and the second largest gas supplier in the UK.

They also offer the EverGreen package, a range of energy efficiency advice and for businesses a green contract backed by National Wind Power – the largest wind power generator in the UK.

With this impressive offering, combined with a large customer base, it was essential that Npower had a network that would support this continuous growth.

The Aqueous building, where Npower is situated, is on a prestigious business park and has an eye catching design. It was essential that North Voice and Data did not cause any damage to the building and completed the work within a very tight deadline all to ensure that employees could come in to work and have no downtime.

In order to give the level of high-speed, fully integrated communications that Npower requires for their sales and customer services departments, the network design required the best possible structured cabling system to fit not only the building's current requirements, but also those of the future.

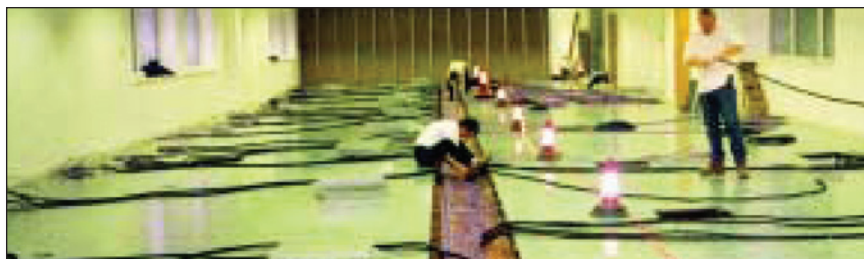


To achieve this, North Voice and Data undertook a full site survey and assessment to understand the nature of the clients business in addition to their growth strategy and IT requirements. This allowed North Voice and Data to develop a tailor made system that met Npower's requirements and will stand the test of time.

Low smoke zero halogen enhanced category 5 cable with an Optical fibre and Multi pair voice backbone was installed through 3 floors. The network comprised of 1400 floor mounted voice and data outlets. The floor boxes housed 4 voice and 4 data outlets which are patched to the central communications room housed on the ground floor.

The Excel range of structured cabling products were selected by both the installer and the end user because of the requirement of a quality infrastructure with Gigabit technology. The comprehensive 15 year warranty also guaranteed a reliable solution.

The installation was completed on time and staff are now using the system. Ann Rivera said, "We are very impressed with the efficient and extremely neat installation carried out by North Voice and Data".



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