

ITM Solution Brief

CABLEdesk



ITM Communications is an independent specialist provider of cost effective and energy efficient ICT infrastructure services and solutions to the corporate, financial, government, defence, healthcare, construction, systems integrator and outsourcer markets in the UK, Europe and Middle East.

The Challenge

As networking becomes increasingly business critical for organisations of all sizes, including SMEs; the effective design, installation and maintenance of structured cabling networks needs to be taken more seriously.

Having easy access to infrastructure details such as layout, wiring and connectivity diagrams, building drawings, and test results, allows organisations to effectively manage the infrastructure and react quickly should problems occur.



CABLEdesk online Web portal service

The Solution

CABLEdesk is an online Web portal service that provides a central information repository for all infrastructure documentation. It enables easy access to online tools and data as well as quick request links for a number of services.

Provided with a specific CABLEdesk URL and branded web interface, clients benefit from the services such as:

- Electronic catalogue
- Labelling scheme creation and management
- Test results management
- Documentation management
- Service level reporting
- Service request

Providing added value to clients, these services contribute to successful compliance on legislation related to document and asset management and also help to reduce total cost of ownership (TCO).

Key Services

Service request

Allows clients to request a quotation or service for faults, or installations, moves, adds and changes (IMACs).

Electronic catalogue

Where clients can order standard products and services; such as patch leads, patch panels or cabinets from a pre-agreed schedule of rates.

Labelling scheme creation and management

Gives clients the opportunity to design and order label sets for entire cabling infrastructures, such as cables, outlets, patch panels, floor box and desk modules.

Test results management

A tool for storing, managing and distributing test results data. Clients are able to view results for a whole project or individual cable including:

- Cable ID and type
- Test operator and standard
- Propagation delay
- Resistance
- Attenuation

Documentation management

Delivering a resource of project specific documentation including:

- Site drawings and photographs
- Layout schematics
- Patching schedules
- Test results
- Warranty certificates
- Operation and maintenance manuals

Service level reporting

CABLEdesk can provide performance reporting for all key services.

Each action is time stamped to allow detailed analysis of all activity, and reports can be tailored as required. Typically results would include details on the action created, location and status.

Key Solution Benefits

- Reduced total cost of ownership (TCO) as information is readily available
- Enables compliance on legislation about document and asset management
- No upfront cost; clients only pay for what they use
- Links to online tools and request services
- Fixed component prices on a pre-agreed schedule of rates
- Delivered to an agreed SLA
- Provides audit and quality trails
- Access to a central information repository for all infrastructure documentation



By adopting a flexible approach to client requirements, ITM applies best of breed technology, in-house expertise and innovation, to deliver compliant solutions and services that offer value for money and achieve industry best practice.

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