HELPING OUR CUSTOMERS CHANGE THE WORLD

Structured Cabling Service Description

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SERVICE OVERVIEW

1.1 Executive Summary

1.1.1 Why Computacenter for Structured Cabling & Patching—The Foundation for a Transformed, Future-Ready Network

In every digital transformation story, the network is the unsung hero. Applications may capture the limelight and cloud platforms may accelerate innovation, but physical connectivity—the fibre and copper structured cabling that ties users, devices, wireless systems, data centres, and edge sites together—determines the real-world performance, reliability, and safety of your environment. Computacenter's supply and installation of structured cabling and patching (Fibre and Copper, with cable containment/pathways) is designed to be that dependable foundation: engineered, documented, certified, and governed from the first survey to final sign-off—and supported through its lifecycle with tiered service options.

This executive summary explains why customers choose Computacenter to transform their networks through a robust, standards-aligned cabling estate; what differentiates our delivery approach; and how our end-to-end PMO governance, engineering depth, and long history of delivering complex cabling programs for global organizations minimize risk, streamline execution, and maximize long-term value.

1.1.2 A Business Outcome, Not Just a Build: What "Good" Looks Like

Organizations need more than cables neatly dressed in trays. They need assured performance (through certified testing and documentation), safety compliance, scalability (so today's investment supports tomorrow's growth), and operational continuity during and after deployment. Computacenter aligns the installation to your business outcomes:

- **Performance and reliability**: We deliver end-to-end fibre and copper cabling with professional patching, ensuring low error rates, minimal latency, and high throughput across critical links—verified through comprehensive testing and certification packs.
- **Consistency at scale**: Our methods are repeatable and auditable, enabling consistent results across multi-site or multi-country programs—from offices and campuses to warehouses, labs, and data centres.
- **Safety and compliance first**: Every activity is governed by risk assessments, method statements (RAMS), permits, and building regulations—executed by trained teams who hold relevant certifications and work in strict accordance with H&S frameworks.
- **Documentation that matters**: We provide as-built drawings, patch schedules, labels, certification reports, and warranty records so that your operational teams can support the environment confidently—without guesswork.
- **Lifecycle care**: Post-installation support tiers (Essential to Managed Lifecycle) ensure issues are triaged quickly, remediated safely, and governed transparently, with options that include named/dedicated TAMs, pre-positioned spares, and lifecycle planning.

1.2 End-to-End PMO Management: Predictability, Governance, and Speed-to-Value

Complex cabling programs fail not in the rack but in the plan—misaligned schedules, unclear dependencies, late material management, or conflicting trades. Our Project Management Office (PMO) is the antidote:

- **Governance and control**: A structured cadence of checkpoints—from initiation and risk workshops to stage gates and acceptance—keeps scope, budget, and timelines aligned. Issues are tracked visibly; mitigations are agreed early.
- **Risk and change management**: We identify technical and operational risks early (e.g., access restrictions, sensitive areas, noisy/dirty works windows) and manage change with impact assessment and customer approval workflows that protect the critical path.
- **Integrated scheduling**: Our PMO coordinates survey, design, logistics, engineering resources, and on-site works with your change windows and building policies, ensuring we respect sensitive hours and maintain operational continuity.
- **Stakeholder reporting**: From weekly dashboards to executive service reviews, we present the right information at the right altitude—project status, SLA attainment, safety metrics, and financials—so stakeholders can steer confidently.
- **Multi-party orchestration**: We work closely with other trades (electricians, mechanical, civil, general contractors, landlords) and technology partners (network, security, DCIM) to synchronize dependencies—reducing idle time and rework.

The result is seamless management: fewer surprises, fewer escalations, fewer late nights. Your teams remain focused on business priorities while our PMO keeps delivery moving with discipline and transparency.

1.3 Engineering Expertise: From Survey to Certification

Cabling performance is earned in the details: bend radii, termination quality, optical budgets, pathway fill ratios, patching discipline, and clean labelling. Our engineers bring deep, practical expertise to each stage:

- **Design & Survey**: Site assessments, pathway planning, tray/containment design, and standards-aligned cable selection (fibre and copper) to match distance, bandwidth, environment, and resilience needs.
- **Installation & Patching**: Skilled workmanship that balances clean aesthetics with serviceability—cable segregation, strain relief, patch cord management, rack elevation discipline, and end-to-end traceability.
- **Testing & Certification**: Certified tests across fibre and copper runs, with complete results packs provided post-build. We retain warranty records and test certifications to support audits and future troubleshooting.
- **Handover & Knowledge Transfer**: Clear documentation, as-built drawings, labelling schemas, and patch schedules ensure operations teams can trace, maintain, and scale with confidence.

These aren’t “nice to haves.” They’re operational safeguards: they accelerate incident resolution, reduce MAC (moves/adds/changes) friction, minimize downtime risk, and extend the life of your cabling plant.

1.4 Health & Safety Without Compromise

Structured cabling projects often occur in live environments—occupied offices, trading floors, production lines, or critical facilities. We operate with strict and tight health & safety adherence:

- RAMS and permits for each work package, aligned to building policies.
- Toolbox talks and daily briefs to reinforce safety controls and site-specific risks.
- Clean site discipline to avoid trip hazards, debris, dust, and noise, especially in sensitive or sterile areas.
- Lock-out/tag-out and hot works control, where applicable, coordinated with site facilities and other trades.

The goal: No incidents. No surprises. A safe project is a successful project, and our customers' trust is built on visible, consistent safety behaviours.

1.5 Built for Global Scale and Repeatability

Many of the most ambitious network transformations occur across multiple buildings, cities, and countries—often with varied standards, languages, and access regimes. Computacenter has a long history and credibility delivering structured cabling at this scale, providing:

- **Standardized methodology**, so each site follows the same high bar for design, installation, certification, and documentation.
- **Local execution with central governance**, blending local regulatory and building knowledge with global program oversight.
- **Supply chain resilience**, ensuring materials arrive on time, are compliant to spec, and are staged to match site readiness.
- **Cultural and logistical fluency**, coordinating with local stakeholders, landlord requirements, and regional safety norms—while maintaining a unified project cadence.

The outcome is a consistently documented, standards-aligned, and audit-ready cabling estate across your global footprint—easier to support, easier to scale.

WHAT DIFFERENTIATES COMPUTACENTER

1.6 Summary

1. **End-to-End PMO + Engineering Integration**

   We don't bolt PMO on top of engineering; we integrate them. Planning and workmanship reinforce each other—from pathway design and materials staging to phased change windows and go-live sequencing—so delivery feels predictable and professional.

2. **Lifecycle Support, Not One-and-Done**

   After the ribbon-cutting, our support tiers keep you covered. From Essential (business-hours triage and warranty management) to Managed Lifecycle (24×7 care plus capacity and pathway optimization), we provide the right mix of response targets, governance, and specialist access. Named or dedicated TAMs are available in higher tiers to own your roadmap and escalations.

3. **Documentation and Traceability as a First-Class Deliverable**

   We treat as-builts, patch schedules, labels, test reports, and warranty records as core deliverables—not afterthoughts. This reduces time to diagnose, simplifies audits, and accelerates MACs, ultimately lowering operational cost.

4. **Safety and Compliance Embodied in the Method**

   Health and safety isn't a checkpoint; it's our operating system—from RAMS to daily briefs and multi-trade coordination. You'll see it in our site set-up, our sequencing, and our change control discipline.

5. **Global Consistency with Local Care**

   We bring a repeatable global methodology while adapting to local regulations, building practices, and languages. It's how we deliver multi-site programs on time while respecting the unique constraints of each location.

6. **Single-Source Accountability**

   Design, supply, installation, containment/pathways, patching, testing, documentation, and support—delivered through one accountable partner. This reduces vendor friction, shortens issue resolution, and clarifies ownership.

1.7 Features That Matter (and Why They Matter)

- **End-to-end fibre and copper cabling installation**: Build the physical backbone for high-performance connectivity.
- **Professional patching**: Reduce errors, improve signal integrity, and ease future changes.
- **Secure cable containment and pathways**: Protect cables, maintain airflow, and enforce separation and safety.
- **Compliance with industry and safety standards**: Aligns with building and regulatory expectations, simplifying audits.
- **High-quality materials**: Extend lifespan, reduce rework, and stabilize performance.
- **Scalable infrastructure**: Support capacity increases, technology refreshes, and new use cases.
- **Expert design and implementation**: Optimize routes, fill ratios, and optical budgets from the outset.
- **Minimal disruption**: Phase works around business operations and critical windows.

- **Comprehensive testing and certification**: Move from assumptions to evidence of performance.
- **Single-source solution**: Simplify procurement, governance, and escalation.

1.8 Benefits You Can Bank On

- **Higher uptime and reliability**—fewer physical layer incidents, faster fault isolation.
- **Better performance**—clean terminations and professional patching safeguard bandwidth and speed.
- **Future-readiness**—pathways and labelling designed for growth, not just today's needs.
- **Lower total cost of ownership**—less rework, faster MACs, fewer escalations.
- **Audit-ready compliance**—documentation and certifications that stand up to scrutiny.
- **Reduced risk**—PMO governance and H&S rigor across every site, every day.

1.9 Transparent Support and Governance

Your operational context determines the right level of care. Our tiers are built to be clear and configurable:

- **Essential**: Business-hours remote support, ticketing, warranty management, monthly incident summaries.
- **Enhanced**: Extended hours, proactive patching audits, limited on-site dispatch (T&M), quarterly reviews.
- **Premium**: 24×7 coverage, priority field response, named TAM, monthly SLA reports.
- **Premium Plus**: 24×7 for critical facilities, dedicated TAM, rapid on-site response, compliance evidence packs, weekly dashboards.
- **Managed Lifecycle**: 24×7 plus lifecycle roadmap, refresh planning, capacity and pathway optimization, executive QBRs, continuous improvement.

All tiers include compliance adherence, remote diagnostics, and vendor coordination, with optional local spares staging, out-of-hours change windows, enhanced certification reporting, and on-site MACs. This ensures that the level of governance and responsiveness mirrors your operational risk profile.

1.10 Working Side-by-Side With Other Trades

Cabling rarely happens in isolation. It intersects with electrical works, HVAC, ceiling and floor contractors, general builders, and security installers, as well as network, Wi-Fi, and DCIM teams. We plan and execute with these parties—not around them:

- **Coordinated sequencing** prevents blocked access and rework (e.g., installing trays before ceiling closures).
- **Shared method statements** ensure that safety controls are aligned, not contradictory.
- **Change windows** are organized to minimize disruption to live environments and deadlines for parallel workstreams.

This collaborative approach shortens project timelines and protects quality by removing friction between work packages.

1.11 Practical Constraints, Proactively Managed

We are open about constraints because transparency protects timelines and budgets:

- **Site access restrictions** and security approvals can affect response/restoration.
- **Building regulations and permits** influence working hours and methods (e.g., noisy/dirty works).
- **Material lead times and site readiness** determine schedule realism.
- **Geography and distance to site** influence on-site SLA commitments.

Our PMO addresses these factors from day one—so surprises are mitigated before they become delays.

1.12 Why Now—and Why Computacenter

Modern networks support a surge of demands: high-density Wi-Fi, IoT devices, low-latency applications, hybrid work, Edge AI, and evolving security architectures. The physical layer must keep pace. By choosing Computacenter, you're investing in a future-ready, safety-first, and fully documented cabling estate, backed by end-to-end PMO governance and experienced engineers who have delivered for many global organizations with complex footprints and stringent standards.

We combine planning discipline, engineering excellence, safety leadership, and lifecycle care into a single, accountable partnership. The result is a network foundation that performs from day one and remains easier—and more economical—to operate for years to come.