

### **The importance of Installer credentials in the selection of a cabling solution**

Recognition of structured cabling as the 'fourth building utility' has led to it becoming as customary as a building's power distribution system. The fundamental ideals of structured cabling go beyond the use of particular cabling products; equally important are the design, installation and management of the system.

Achieving high performance from cabling systems begins with the research and development labs and the quality of manufacturing - key factors in their own right. But the challenge doesn't end there. The systems have to be designed and installed in such a way to fulfil the needs of the particular customer environments, while ensuring that the full performance of the products are realized.

There are many stories from the industry about poor installation, untwisting pairs, damaged connectors, overfilled ceilings and trays, poor power separation. The list goes on. Customers therefore need to consider the 'complete cabling channel', when selecting the installed solution that they will use day by day.

A key benefit of the SYSTIMAX Structured Connectivity Solutions (SCS) is the consistency and availability of a single set of products, installed to the same high standards anywhere in the world. This enables enterprises to globalize their cabling specifications, saving costs and overheads, with the confidence that they are receiving the best cabling installation in every part of their network.

As the cabling market continues to mature throughout the world two trends are apparent relating to installation. Firstly end user customers, consultants and for that matter installers are increasingly mindful of the demands made on installers for increased quality in the field. This in turn is reflected in an increased interest, and indeed demand, for installers to have specific vendor backed training qualifications as a pre-requisite to installing. Secondly, installation companies in an over populated market need to be able to differentiate themselves and demonstrate to customers their experience and expertise. These together with the continued development of SYSTIMAX SCS and the challenge of offering increasingly higher quality to customers are the basis behind the continued development of the SYSTIMAX BusinessPartner training program.

#### **Why training is so important**

Many organizations have at times experienced bad products and installations, and understand the importance of quality in the products they deploy in their infrastructures. In a recent Global Survey of over 2000 IT Managers, undertaken by the SYSTIMAX SCS group, respondents were asked to select the single most important factor in making their cabling decision, 38 percent selected quality - double that of the next most important factor selected, technical performance.

Current independent cabling accreditations and courses by their very nature have to be generic. These generally concentrate on local and International standards and serve to

improve design and installation of cabling solutions generally in the market. However they do not address vendor specific product 'design and installation' features and benefits. The select group of SYSTIMAX BusinessPartners need a solution specific program to support them, and subsequently their customers, in achieving the best solution, installation and performance.

The communications industry is still an innovation-led industry with solutions such as SYSTIMAX SCS introducing products often many years ahead of eventual standards. Products such as the SYSTIMAX GigaSPEED XL and LazrSPEED Solutions are two such examples, where generic or standards based training would not be in a position to fully support SYSTIMAX SCS, or optimize the potential of it's products. Innovative products can also not depend solely upon test standards or test products being available in time to verify any sort of compliance - be they copper or fiber. This is not a criticism of industry standards, training or even test equipment - it is the way the cabling industry has developed and will continue to do so.

Therefore in order to know how to design and install a leading vendor product range such as SYSTIMAX SCS a comprehensive and specific training program is required to support the product, the warranty and the BusinessPartner that delivers it.

#### **Get access to required expertise**

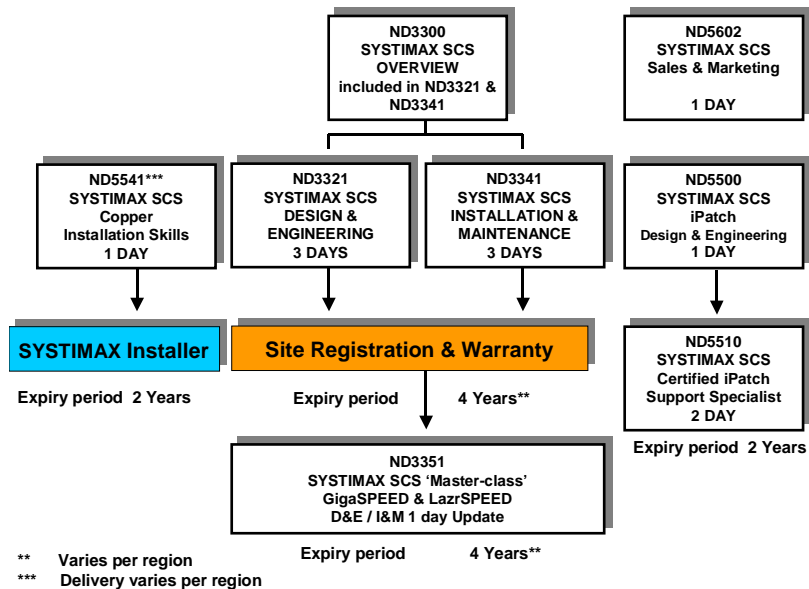
Delivering market-leading solutions to customers through a network of BusinessPartners is a key piece of SYSTIMAX commitment to customers, especially our Global customers. The SYSTIMAX BusinessPartner program helps global organizations to more easily identify experts in the areas of building infrastructure and structured cabling solutions. SYSTIMAX BusinessPartners are provided with extensive technical training and support, access to product information, sales and marketing resources, and direct communications with SYSTIMAX SCS support teams.

SYSTIMAX BusinessPartners have trained SYSTIMAX Professionals on staff who have proven their knowledge in the latest cabling technology through rigorous certification training. The SYSTIMAX Certification is a dependable measure of competency that can be counted on.

#### **How to assess installer qualifications?**

Each BusinessPartner is required to have a number of qualified staff in both Design and Engineering (D&E, course no. ND3321) and Installation and Maintenance (I&M, course no. ND3341) courses (see syllabus below). Only these Engineers can register sites and apply for the SYSTIMAX SCS Warranty. It is important that these engineers are kept informed of the Design and Installation issues that affect registration, and hence the Master Class (course no. ND3351) is a recertification course for both I&M and D&E students, to ensure that ongoing education and assessment of BusinessPartner personnel is achieved. The other courses in the syllabus are designed for other product and solutions requirements to suit the personnel involved in these areas.

## Existing Syllabus:



Recognizing the qualifications of installer personnel is now more important than ever, and it is often regarded as a key compliance requirement, both on and off site. Accordingly, all individuals who successfully complete SYSTIMAX SCS training courses are issued with a training certificate and a unique ID badge for the relevant training course. There are currently three certification badges issued:

**SYSTIMAX Trained Installer (STI)** - This is an approval rather than an authorization, and holders have been trained to install SYSTIMAX copper solutions.

**Authorized SYSTIMAX Engineer (ASE)** - Holders of this badge/Certificate are involved in design, project or installation management on and off site such as foremen, team leaders, senior designers and installers or quality control and inspection staff. Customers should expect a number of ASE badge holders to be involved in projects, as these engineers will register sites for the SYSTIMAX SCS 20-year warranty.

**Certified iPatch System Support Specialist (CISS)** - Holders of this badge are the recommended support specialists for iPatch equipment, operation and software installation and maintenance.

**Establish a local relationship, globally**

The challenge facing infrastructure managers is cabling more and more sites for more users, with increasing bandwidth and performance requirements. Requirements that need increasingly better quality installation. At the same time the need is to balance costs and evaluate the risks including the installation, fully aware that the cheapest is not always the best. The adage 'you get what you pay for' is as applicable here as anywhere else in life. The need to have a reliable partner, with qualified engineers and technicians, to ensure that day one competitive quotes do not turn into ongoing cost nightmares is a key customer dilemma.

The SYSTIMAX BusinessPartner program through its extensive training and certification process provides visible and trackable qualification of SYSTIMAX BusinessPartner staff, giving customers total peace of mind. Customers are empowered to assess and check the installer's certification and ID badge credentials onsite. With over 2,000 BusinessPartners worldwide, international organizations can rest assured that the installation of their SYSTIMAX Solution is consistent across their global network.