Case Study:

Eurofiber optimizes their network with a Speer IT solution, powered by MapInfo Pro

Overview

As the Eurofiber network grows, managing, maintaining, and designing the fiber-optic network becomes more complex. Daily modifications such as connecting new customers, construction, planned work, outages, and network capacity impact the fiber-optic network. It's important that these network changes not affect existing customers. Plus, all amendments of the network have to be processed correctly. To minimize the impact of these changes, Eurofiber must ensure that all network data is accurate, up-to-date, and easy accessible.

Business challenge

Historically, Eurofiber had used a combination of Microsoft Excel, AutoCAD and MapInfo Pro to register its network. As daily changes to the network occurred, the process became time consuming and did not keep up with the internal and external changes that were being made to its network.

While being time consuming, the registration of the network lacked data accuracy, which negatively impacted costs and led to a poor customer experience. There was a need for a single solution in which all departments could benefit from one single view of the network.

Client profile

Eurofiber Group, Eurofiber Netherlands
eurofiber.nl

- Fast growing international provider of industry leading fiber-optic infrastructure
- Established in 2000, 200+ employees and offices in the Netherlands and Belgium
- 25,500 kilometres of cable with delivery to over 12,000 locations and 550 business parks covering the Netherlands, Belgium and stretches into Germany

"With the network changing and developing rapidly, up-to-date network information is vital to guarantee quality and stability to our existing customers and prospects."

- Arian de Korte,
  Operations Director at Eurofiber

Solution

While searching for a fiber-optic network registration system, Eurofiber contacted Speer IT, a Precisely partner. Speer IT's solution Cocon, based on MapInfo Pro technology, was fit for purpose as it is specially designed for optic fiber.

With a single click, Eurofiber has a detailed, coherent overview of its network in which all physical and non-physical components are logically interconnected. Cocon can show the current and future situation of the network and supports the whole process from planning to documentation.

Cocon utilises 60% of the internal functions of the powerful engine of MapInfo Pro as its backbone allowing it to perform accurately and at speed.

An additional advantage is the automation of repetitive procedures. With one click, Eurofiber can do standard actions that used to take many clicks. "Can you imagine, we have to go through 6,000 design changes to the network every year. By automating the designing process in Cocon, we are saving up to 1.5 hours per design. This is not only showing cost savings, but it is also standardizing the process. With a process in place for designing, we have optimized the way in which we design. There is one standard which is consistent and coherent." Arian de Korte added.

Benefits

Implementing the fiber-optic network registration solution has benefited Eurofiber by:

- Providing a single network view for all departments
- Streamlining and standardizing internal processes
- Shortening processing runtime and reducing the associated time requirements
- Allowing Eurofiber to manage and update its network more quickly and efficiently
- Improving the experience of customers and prospects with accurate up to date information

Technology used

- Cocon, a Speer IT product based on MapInfo Pro

"Cocon is the basis for everything to do with our fiber-optic network. All departments work with the same application, which means that runtime on processes are improving. We cut costs, we are consistent, and we are improving our customer experience. We are able to detect an outage on the map within two seconds."

- Edwin Heijne,
  Network Architect at Eurofiber

Precisely Partner Profile:

Speer IT

Founded in 1999, Speer IT is the premier partner in the Benelux for optic fiber registration. The company has successfully integrated and deployed MapInfo Technology within its application Cocon at multiple known telecom and fiber-optic companies. Speer IT's Cocon is the standard in the Netherlands but is also used internationally by large telecom organizations.

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