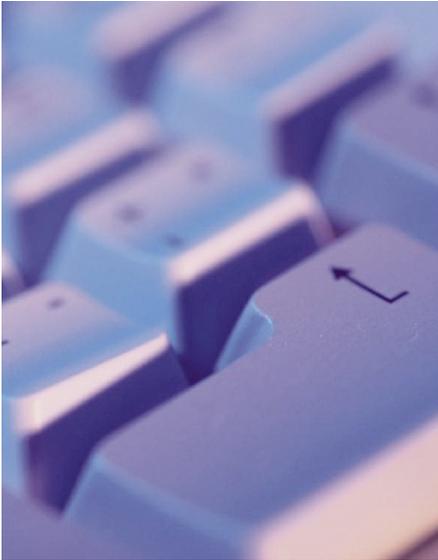




Intec Telecom Systems

Intec Telecom Systems is a leading worldwide operational support systems (OSS) vendor for fixed, mobile, and IP/next-generation networks, with a product portfolio that includes convergent mediation, intercarrier billing, and activation software. Intec also operates a rapidly expanding carrier access billing service (CABS) bureau.



THE CHALLENGE

Intec Telecom's Dallas service bureau faced growing pains in its PC environment. "Our LAN setup consisted of individual desktop systems, and our service bureau processing department operated with a roomful of desktop PCs," says Jim Hammar, Intec Telecom's Infrastructure Manager of The Americas. "Our problems included inadequate work space for the service bureau, excessive heat generated by the PCs, and a

lack of scalability; adding more PCs would have required taking away valuable workspace from other areas."

Intec Telecom identified ClearCube's blade computers as the solution for its demanding service bureau environment in Dallas as well as its Atlanta office.

MAKING CONNECTIONS WITH CLEARCUBE

ClearCube's innovative architecture allowed Intec to remove the box PCs from the service bureau workspace and locate the entire service bureau computing environment in a single controlled location. "This solution frees up workspace for service bureau operations," says Hammar. "It also allows our IT personnel to maintain the system from a centralized location, thereby providing better security and asset management."

"Intec's unique implementation of the ClearCube blade computer allows our users to multitask," says Hammar. "With the ability to connect to multiple blades from a single workstation, one worker can now work on 10 or more tasks."

Reliability, a critical factor in Intec's business, is also a huge benefit of the ClearCube solution. By locating the blades in its server room, all of Intec's workstations are now backed up by UPS, which are backed up by an outside generator. This means the blades keep on working, even if there's no power to the building.

With the ClearCube blade computers located in a secure server room, says Hammar, Intec sees increased security over its physical assets. "We not only have control over physical access to hardware, but we can also control software upgrades. When hardware problems do occur, we don't have to make a trip to the user's location."

Intec is equally pleased with the support the company receives from ClearCube. "ClearCube has gone out of their way to make sure that we have the tools necessary to be productive using their technology," says Intec's Kathleen Forbes. "I only wish all my vendors had the same attitude towards customer satisfaction that ClearCube does."

THE BOTTOM LINE

As a result of using ClearCube blade computers, the company achieves a 99.97% workstation uptime and significantly decreases staff time (and money) spent on technical support. The company also plans ClearCube implementations in 24 countries throughout its worldwide infrastructure.

"We have expanded our operations by almost 500 percent since the beginning of our fiscal year (October 2001), and ClearCube blade computers have enabled our employees to multitask to the benefit of our customers."

Jim Hammar
Infrastructure Manager of The Americas
Intec Telecom Systems

Key Benefits:

- 99.97% workstation uptime
- Technical support/troubleshooting time decreased by 70%
- Increased security over technology assets
- Reliability and space savings enable increased productivity