

Procuse helped provide consolidated information about cable plant devices for Rogers Cable

Rogers Cable

Client since February 1997
Location: Toronto, Ontario, Canada
Industry: Telecom



Client Overview

Rogers Cable Inc. is a subsidiary Rogers Communications Inc., one of Canada's largest and most dynamic communications companies. Rogers Cable is the largest cable operator in Canada and serves 2.3 million cable customers across Canada.

Client Objectives

Rogers Cable has a major investment in what they refer to as their "Cable Plant". This includes cable, optical fibre and a variety of boosters, power supply systems, and devices across Canada. However there was no common view of the data, and Rogers Cable had minimal ability to predict or react to information about their Cable Plant. The Cable Plant information was spread across 10 separate databases in different business units, making it difficult to extract consolidated information in a timely manner. Rogers Cable was looking for ways to improve customer service, and to provide better information on Cable Plant devices to internal staff.

Procuse Contribution

Procuse Consulting developed a relationship with the cable engineering group and developed a series of applications to improve information gathering and reporting on Cable plant devices. These included the Maintenance Management Topology Database, Entity Numbering System, Power Supply Management System and a Portal application. All of these projects were delivered on time and on budget.

Procuse continues to add value with ongoing maintenance and enhancements of these applications as well as providing business analysis and IT development services.

Technology

Oracle 10g database, HP servers, Windows servers

Results

Procuse Consulting provides ongoing value to its clients through exceptional value and an impeccable track record. Rogers Cable realized cost effective results at minimal risk.