

## *HPA Group Helps Our Customers Succeed*



**UNIVERSITY OF ROCHESTER**

### **NEC / University of Rochester Facilities Audit**

#### **Business Situation**

The University of Rochester hired NEC to install and cutover to a new telephone system. In order to do this and to meet NEC's due dates, NEC hired HPA to perform a facilities audit on all special service circuits on the University's campus, including Strong Memorial Hospital. This included security and alarm circuits, research and development lab alarms, operating room circuits, and any other circuits located on the U of R's campus.

#### **Action**

HPA gathered all available documentation from the University of Rochester, Frontier and NEC, including lists from Security, customer service records from Frontier, etc. HPA then worked with NEC and the U of R's security and telecommunications departments to identify all circuits. HPA's technicians started at the old telecom system and worked building by building throughout the campus to trace and identify each circuit. Each circuit was tagged at all locations for ease in finding it in the future.

HPA also gathered the circuit information from HPA's and NEC's technicians and built a database for NEC's use that included all legs of the circuit, the cable and pair data and where it originates and terminates. This data was to be used for a final database by NEC to be turned over to the University's telecommunications department after cutover.

#### **Results**

With HPA's help, NEC was able to cut over to the new system and meet their cutover deadlines. In addition, there were no problems with any of the circuits due to the thoroughness of all of the technicians that worked on the project.