

# Keeping your Networks Operational 24/365 with Chronos



## *Above and Beyond the Call of Duty*

A telecom operator was in danger of losing a significant section of a large city exchange over New Year's Eve; one of the busiest times of the year for using mobile and fixed line voice services.

The main timing source within the building had suffered a single clock failure and had reverted to its standby clock. This event occurred two days before the situation could normally be raised with Chronos due to the contractual Service Level Agreement (SLA) and because of the Bank Holiday period. During this time the majority of the exchange was running from a single clock. Since most Synchronisation Supply Units (SSUs) are configured with redundant clock and output cards, service was not lost. The likelihood of two failures occurring during the time to replace the faulty unit is extremely rare. The Chronos engineer analysed the fault and made arrangements to visit site the next working day to replace the faulty equipment for what should be a routine fix.

However, the improbable happened! Just as most people were venturing out to begin their New Year's celebrations the active standby module failed! Despite the fact that the contractual

Keep your networks operational and generating revenue with Chronos 24/7 support services. To discuss a 24/7 upgrade or support options, contact your Account Manager or [sales@chronos.co.uk](mailto:sales@chronos.co.uk)

obligation was next working day, as it was New Year's Eve, that would have meant a two day delay to restore service on the busiest night of the year. The engineer anticipated the potential level of risk to the network and the impact this might have on such an important night to the customer and immediately arranged for site access to allow him to visit the site within four hours. En route he was able to supply two work-arounds by phone to resolve the issue on an interim basis until he was able to reach site and restore full operation with 1:1 redundant clock cards just after mid night on New Year's Day!

Chronos maintains its 24/7 support service 365 days a year and undertakes significant faults/repairs and site visits all of which are completed on time and before failures are able to cause major issues to networks.

CASE STUDY



©2018 Chronos Technology