

## Strengthening Data Center Operations for a Leading Singapore Telecommunications Provider

### Overview

A leading Singapore-based telecommunications and ICT provider required a dependable managed services partner to support ongoing infrastructure changes across two internal data centers. The environments supported hundreds of applications and enterprise service deployments, creating recurring requirements for structured cabling, connectivity changes, and Smart Hands support.

The provider needed a partner that could respond quickly, maintain quality, and support weekly Moves, Adds, Changes, and Deletions (MACD) activity while adhering to strict downtime planning, maintenance windows, Method of Procedure (MOP), and change-management requirements. Black Box delivered a data center managed services model designed to strengthen operational speed, consistency, SLA compliance, and service continuity across the customer's Singapore data center environments.

### Challenges

The customer's data center teams were managing frequent cabling and connectivity changes for new systems, infrastructure updates, and enterprise customer service activations. These recurring changes created provisioning pressure, particularly when requests had to be completed within short-notice service windows.

Because the environment supported business-critical applications and customer-facing services, every infrastructure change required careful downtime planning, approved MOP adherence, and disciplined execution. Any delay in cabling readiness could slow service activation and affect the responsiveness of the data center environment.

Weekly cabling installations, relocations, and decommissioning activities also required consistent testing, labeling, documentation, and governance. The customer needed a reliable long-term partner capable of managing both business-as-usual operational support and project-led infrastructure requirements while reducing the risk of connectivity errors, service delays, and operational incidents.

### AT A GLANCE

#### CHALLENGES

- Up to five weekly cabling requests across two data center sites
- Short-notice provisioning needed within tight service windows
- Downtime, MOP, and change-control requirements for every move
- Testing, labeling, documentation, and SLA response were needed

#### SOLUTIONS

- Structured copper and fiber cabling delivered across both sites
- Smart Hands support across network, server, and storage teams
- Onsite resident engineers governed through SLA-led onsite support
- Testing, labeling, documentation, and QA validation completed

#### RESULTS

- Weekly MACD support sustained across two data center facilities
- Enterprise customer services were onboarded within timelines
- 100% SLA compliance achieved for cabling and Smart Hands work
- Service continuity maintained through infrastructure changes

#### BENEFITS

- Faster infrastructure provisioning and service activation cycles
- Reduced risk of connectivity errors and operational incidents
- Stronger governance across BAU and project-based change activity
- Scalable managed services model for evolving data center needs



## Solutions

Black Box delivered data center managed services covering structured cabling, material provisioning, installation, Smart Hands support, and coordination across network, server, and storage environments.

The model addressed business as usual changes and project-based requirements across the customer's Singapore data centers through onsite resident engineers, SLA-led service management, 24x7 support for critical needs, and governance reviews with operations teams.

Black Box coordinated requirement review, scheduling, testing, labeling, documentation, and quality assurance. Implementation followed approved maintenance windows, MOP requirements, and change-management controls, with service oversight to manage escalations, maintain quality, and reduce operational risk.

## Results

Black Box supported ongoing weekly MACD activity across multiple data center environments while helping maintain continuity during infrastructure changes. The engagement enabled timely onboarding and provisioning of enterprise customer services through responsive cabling and Smart Hands support aligned to operational requirements.

The managed services model helped the customer meet SLA commitments for cabling and Smart Hands requests, improve operational coordination, and maintain a reliable foundation for continuous data center change. The relationship also reflects long-term trust, with Black Box supporting the customer across multiple contracts for more than a decade.

## Why Black Box?

This engagement demonstrates Black Box's expertise in delivering long-term managed services for mission-critical data center and ICT infrastructure. Combining onsite resources, structured cabling, Smart Hands services, and SLA-driven governance, Black Box ensures reliable operations and seamless infrastructure changes in complex, high-availability environments.

Black Box is a global leader in digital infrastructure solutions, delivering network and system integration, managed services, and technology products to Fortune 100 and top global enterprises. With a presence across the United States, Europe, India, Asia Pacific, the Middle East, and Latin America, Black Box serves businesses across financial services, technology, healthcare, retail, public services, and manufacturing.