

## Overview

Telewest Communications is a Broadband communications and media group and one of the big three terrestrial service providers in the UK. Its services currently pass 4.9 million homes and provide multi-channel television, telephone and internet services to 1.72 million UK households, and voice and data telecommunications services to around 70,800 business customers.

Telewest Broadband has recently experienced a period of rationalisation and reorganisation. The Telewest Switching Department were about to hand over a legacy product to Telewest's Transmission department.

## Lucent DACS II

The legacy product was a Lucent DACS II, which was playing a pivotal role in the provision of certain voice and data services within Telewest's portfolio. As we now live in a world where Service Level Agreements are now common place – service availability and continuity was crucial.

Off the shelf training for this product was only available in North America and the costs for training select members of the transmission department were prohibitive.

That's when MAX Training got in touch with Telewest Broadband.

## Training Solution

MAX Training determined the scope of the training and developed a project timetable with the co-operation of Telewest.

Firstly, MAX Training studied all the technical documentation available in order to accrue the necessary

theoretical knowledge surrounding the DACS.

We then worked closely with Telewest's DACS II system experts in order to develop practical system expertise.

MAX Training was then able to develop a One Day Overview Course and a Three Day Operations and Maintenance Course within a month. The course provided a DACS technology overview, DACS II theory and plenty of "hands on" training.

With access to Telewest's live network, and "read only" access, delegates were able to log in to all of the DACS's around Telewest's National Network and practice configuring, troubleshooting and rationalising the configurations, exploiting their new skills.

## Conclusion

Everybody found the course very rewarding – including MAX Training.

MAX Training helped resolve a potential operational nightmare within a very short lead time. Many more Telewest Transmission engineers were trained than Telewest had anticipated.

The cost of the whole project was well within Telewest's budget.



MAX Training & Consultancy

***MAX Training can do the  
same for you***