



# Speeding Mean-Time-to-Repair with the SmartOTU™ Platform

Monitoring dark-fiber performance for reliable cloud-based commerce worldwide

## The Challenge

Recently, a global electronic commerce and cloud computing company had service issues on leased dark fiber. This fiber interconnects their global data centers, transporting all network services and applications for their customers. The company experienced several network outages due to fiber breaks, outages that affected many of their customers who could not access the website or their applications.

The company asked their dark fiber vendor to dispatch a technician with a portable instrument to troubleshoot the network. However, it often took hours and even days to get a technician out in the field. Service troubleshooting and restoration was so poor in some areas that the company decided to find their own fiber monitoring solution to quickly pinpoint issues and push dark fiber vendors for faster mean-time-to-repair (MTTR).

## The Solution

After learning of their challenges, a team led by Viavi Elite partner Butler Technologies and Viavi Solutions® engineers suggested a solution: the SmartOTU platform for remote fiber test and monitoring. SmartOTU continuously monitors dark fiber and gives pinpointed locations of any fiber breaks or degradation. A real-time alarm alerts the company to any physical layer issue. With this data, the company could tell their dark fiber vendor the exact location of the issue and significantly reduce MTTR. This would improve customer experience and ensure minimal lost revenue when network issues occur.



SmartOTU platform

The company chose the Viavi SmartOTU as their global solution for remote fiber test and monitoring. By automatically detecting and locating faults, the SmartOTU significantly reduced downtime that occurs due to fiber problems between data centers. The initial order supports monitoring 17 spans in Brazil, and the company plans a global deployment of SmartOTUs across the company's leased dark fiber network over the next year.

## About Butler Technologies

Butler Technologies, a Viavi Velocity Elite partner, was founded in 1997 to provide secure communications, test and measurement systems, and components to the communications and electronic sectors. In 2005, the Butler Group acquired Transtest Equipment Limited, an INAB Accredited Calibration Laboratory to provide both in-house and on site equipment repair and calibration. The company's success has been driven by a company culture and philosophy based around high-quality products and services, key partnerships with the world's leading vendors and their customers, and by knowing what the customer wants and delivering it to them.

## About Viavi Solutions

Viavi (NASDAQ: VIAV) software and hardware platforms and instruments deliver end-to-end visibility across physical, virtual and hybrid networks. Precise intelligence and actionable insight from across the network ecosystem optimizes the service experience for increased customer loyalty, greater profitability, and quicker transitions to next-generation technologies. Viavi is also a leader in anti-counterfeiting solutions for currency authentication and high-value optical components and instruments for diverse government and commercial applications. Learn more at [www.viavisolutions.com](http://www.viavisolutions.com) and follow us on Viavi Perspectives, LinkedIn, Twitter, YouTube, and Facebook.



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