

» Global Capabilities

# Black Box Global Technology Solutions and Services

Delivering global technology  
solutions when and where  
you need them.



# Leverage and streamline your technology procurement process with Black Box Global Technology Solutions.

As a global company, you understand the challenges of doing business around the world. Whether it's because of inconsistent supply, variations in quality, language barriers, complicated logistics, or numerous other challenges, maximising, leveraging, and streamlining your technology procurement might seem out of reach. It isn't. Let Black Box Global Technology Solutions help you maximise your bottom line by leveraging and streamlining your global technology procurement process.

## Imagine how effective, efficient, and productive your company can become by engaging a global partner who can help you:

- Simplify your supply channel for easier ordering, volume pricing, and lower costs.
- Leverage your global purchases for maximum buying power.
- Ensure consistent quality and technology at every location.
- Get local expertise (195 countries) with multilingual support (23 languages).
- Achieve consistent and uniform technology rollouts.
- Meet country specific requirements, using our knowledge of local power requirements and other regulations.
- Eliminate working with multiple vendors, in multiple locales, with multiple results. With Black Box, you have one point of contact for hassle-free, multisite project management of proven, worldwide solutions.
- Use our extensive knowledge of country-specific requirements, as well as EU, CE, RoHS, and WEEE requirements.

## Black Box is one source for IT products, including the latest solutions and emerging technologies.

Find everything you need to build, manage, optimise, and secure your network. With our broad portfolio of solutions, years of experience, and extensive technical support, Black Box can design, install, supply, and maintain the right solutions for your business

### Our areas of expertise include:

- Cabinets & Racks
- Cables
- Data Centres
- Datacom
- Digital Signage & Multimedia
- Infrastructure Hardware
- KVM
- Networking
- Network Security & Optimisation
- Physical Security
- Power
- Structured Cabling
- Technology Deployments
- Virtualisation
- Wireless



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## Company profile — Black Box at a glance:

Founded in 1976 and headquartered in the United States, Black Box (NASDAQ:BBOX) is a major global provider of communications and technology networking services and products. As a \$1 billion organisation with 195 offices strategically located around the globe, we're everywhere you need us—today and tomorrow.

### Dedicated to helping you.

Black Box's global footprint, diverse capabilities, 35-plus-year history, solid financial standing, and deep commitment to provide the best technical solutions and support in the industry make us a superior resource for our customers. No other provider offers the solutions and support of Black Box Network Services, and we are committed to exceeding expectations — both in the way we provide service and in the way we operate our organisation.



### We are a reliable partner who delivers high quality products and services worldwide.

- 24/7, free, local technical expertise for help at any time — before, during, or after the sale.
- Always on call for emergency product procurement and replacement.
- All offices are ISO 9001 certified to ensure quality around the globe.
- Experience in serving large, multinational corporations, including 85 of the U.S. Fortune 100 companies.
- Financially stable — 34 years of positive cash flow.

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"I picked the best company to be our partner in this huge undertaking. I am more than satisfied with the quality of work, services, and professionalism that the Black Box team has provided to Xbox in our efforts to establish multiple data sites. I look forward to working with Black Box on all future deployments because I know the level of quality in all data centres will be extraordinary. "

Nicky Pike

Program Operations Manager

Xbox Live Operations

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# Comprehensive technology solutions.

## Product Solutions

### KVM Servswitch™ Total Solutions

- Enterprise/Server Room
- Desktop Switches
- IP KVM Solutions
- Copper & Fibre Extenders
- KVM Console Trays
- Specialty Switches: TEMPEST, EAL4+, Security, & Multi Video
- Computer Virtualisation

### Wireless

- Access Points
- Antennas
- Cards & Adapters
- Device Servers
- Modems
- Print Servers
- Routers
- Extenders

### Cabinets & Racks

- Custom Cabinets
- Freestanding Cabinets
- Wallmount Cabinets
- Climate-Controlled Cabinets
- Racks
- Accessories: Cable Mgmt., Cooling

### Networking

- Network Security & Firewalls
- Media Converters
- Switches & Routers
- Servers & Storage
- Ethernet Extenders
- Serial & Console Servers
- Print Servers
- Pure Networking™ Solutions
- Industrial Ethernet
- SFPs
- VoIP
- PoE
- Wireless

### Switches

- Video
- Manual & Electronic
- Ethernet
- Failback
- Power Mgmt.
- Console Port Managers
- USB
- Ganged
- Hardened
- PoE
- Fibre

### Digital Signage & Multimedia

- Video Extenders, Splitters, Converters, Scalers, & Switches
- Media Players
- Content Creation Software
- Network Video Equipment
- Plasma & LCD Displays, Projectors, & Document Cameras
- Audio Equipment

### Remote Monitoring & Access Control

- Environmental Management
- Power & Server Management
- Biometric Access Control

### Cables & Accessories

- Copper
- Fibre Optic
- HDMI/DVI
- Video/Audio/Keyboard/Mouse
- Cisco Compatible
- Serial & Parallel

### Power & Surge Protection

- Power Strips
- Surge Suppression
- IP Power Management
- UPS
- Data Filters & Isolators

### Interface & Protocol Converters

- DIN Rail
- Digital I/O & Serial Cards
- SCSI
- IBM® AS/400® & 3270

### Voice Communications

- Phone Line Mgmt.
- Headsets
- Bluetooth®
- Teleconferencing

### Network Security

- Network Access Control
- Content Filtering
- Bandwidth Shaping

### Tools & Testers

- Copper & Fibre Optic
- Tool Kits
- Diagnostic Scanners & Software





## Vertical Solutions

### Banking, Financial, & Legal

- Access Control
- Auto-Sync Time Tracking
- Bandwidth Prioritisation (Cloud)
- Biometrics/Intrusion Prevention
- Content Filtering
- Data Centre Enclosures
- Data Centre Infrastructure Solutions
- Data Encryption
- Desktop Switching
- Digital Signage
- Disaster Recovery/Backup Switching
- Power Management
- Secure Switching

### Education

- Access Control
- Conference Room Schedulers
- Content Filtering
- Cyber Security
- Desktop Virtualisation
- Digital Signage
- Disaster Recovery/Backup Switching
- Infrastructure Upgrades
- Laptop/Notebook/CPU Storage
- Safety/Locking Cable
- Student/Teacher Collaboration
- WAN Optimisation
- Wireless
- Wireless Video Presentation

### Healthcare

- Access Control (HIPAA/HITECH)
- Auto-Sync Time Tracking
- Bandwidth Prioritisation (Cloud)
- Conference Room Scheduler
- Custom Cabling Assemblies
- Cyber Security
- Data Centre Enclosures
- Data Encryption
- Digital Signage
- Disaster Recovery/Backup Switching
- Operating Room Video Solutions
- Patient Room/Nurse Station Monitoring
- Remote Monitoring
- WAN Optimisation

### Federal, State, & Local Government

- Access Control
- Biometrics/Intrusion Prevention
- Command & Control Room Solutions
- Conference Room Schedulers
- Custom Cabling Assemblies
- Custom-Colour Cabling
- Data Centre Enclosures
- Data Centre Infrastructure Solutions
- Desktop Virtualisation
- Digital Signage
- Disaster Recovery/Backup Switching
- Hardened Interface Converters
- Hardened Network Solutions
- NEMA, Seismic-Related, & A/C Enclosures
- Power Management
- Safety/Locking Cable
- Secure Switching
- Testing Solutions

### Industrial & Manufacturing

- Custom Cabling
- Custom Cabling Assemblies
- Digital Signage
- Disaster Recovery/Backup Switching
- Display Enclosures
- Hardened Interface Converters
- Hardened Networking
- Heavy-Duty/Armoured Cabling
- Interface Extension
- NEMA-Rated Enclosures
- PoE Devices
- Power Management
- Video Extension

### Corporate

- Access Control
- Bandwidth Prioritisation (Cloud/SaaS Application)
- Conference Room Schedulers
- Data Centre Infrastructure Solutions
- Digital Signage
- Disaster Recovery/Backup Switching
- Internet Content Filtering
- Intrusion Prevention
- Network Security
- Power Management
- Remote Monitoring
- Wireless Video Presentation

### Hospitality

- Access Control
- Conference Room Schedulers
- Digital Signage
- Disaster Recovery/Backup Switching
- Wireless
- Wireless Video Presentation

### Retail

- Access Control (PCI)
- Cyber Security
- Data Encryption
- Digital Signage
- Disaster Recovery/Backup Switching
- Enclosures (Wallmount & A/C)
- KVM Extension

## Success Stories — Global Deployment

### Joy Mining Machinery:

Active on five continents and with a network of 55 facilities spanning China, Russia, India, Poland, the United Kingdom, Australia, South Africa, and the United States, Joy Mining Machinery, a subsidiary of Joy Global, Inc., is a worldwide leader in the manufacture of underground mining equipment. Wherever coal, iron ore, copper, gold, and other embedded materials are mined, chances are good that Joy Mining loaders, conveyors, haulers, and other products are hard at work.

Joy Mining Machinery's headquarters are in Warrendale, Pennsylvania, 20 miles north of Pittsburgh. Although the majority of the company's equipment is assembled at its main factory in the town of Franklin, approximately an hour's drive south of Erie, many other facilities in the U.S. and elsewhere manufacture various components and secondary products. Sales, warehousing, and equipment service functions are conducted at many of these locales as well .

### Its objective: consistent branding, instant communication.

With Joy Mining customers and employees spread from Tychy, Poland to Tianjin, China, implementing and maintaining a common corporate culture is a challenge. To help solve the situation, the Joy Mining Machinery marketing team proposed a network of digital video displays in facility lobbies that would convey both local and companywide information, unified under a consistent graphic look.

"We knew that to control the branding and messaging, we would have to manage the network from our graphics and video production unit in Franklin," recalled Chuck Fickter, Marketing Information Manager for Joy Mining. "The only way to do that is with a powerful, easy-to-operate content management system. "

### The solution.

After a couple of "fits and starts," as Fickter described it, the Joy Mining team discovered the iCOMPEL™ digital signage appliance platform from Black Box. "Many of the units we looked at were complicated to use. Others didn't have all the functions we wanted," he stated. "But iCOMPEL is very easy to hook up, with very intuitive software that's easy to learn."

Suitable for both standalone and networked environments, iCOMPEL is an all-in-one device that supports the full range of



content management including subscription, organisation, design, and publishing. Controlled by a standard Web browser, iCOMPEL is flexible in a variety of deployment situations. Users can combine video or live TV with scrolling text, photos, Flash, and Web content to create dynamic, multipurpose displays that serve multiple needs.

"Almost all of our 55 facilities eventually received a digital display in their lobbies, all controlled by iCOMPEL devices," said Fickter. "The screens are typically subdivided, with about two-thirds of the message area reserved for companywide content such as product information, company news, videos, and the like. Stock prices, local weather, and general news are conveyed by a crawler at the bottom of the screen.

There is also a message centre that can be controlled by the local office to post specific messages like on-time delivery statistics, or to welcome guests or customers."

Fickter noted how little time was required to install the initial iCOMPEL unit — only a half hour. Training was fast as well. Before long, a dozen iCOMPEL devices were installed around the world at various Joy Mining Manufacturing locations, all controlled by the company's video production staff in Franklin.

### An asset takes off:

Little did anyone know at that point how far the project would go. First, Joy Mining Machinery's engineering staff came to Fickter with an idea. "We were presented with the notion of using the digital screens to provide engineering metrics — performance data and the like. We saw the potential and immediately began rolling out the information to 19 screens around the network," said Fickter.

Next the Human Resource Department approached. “They told us about how they are required to post job bids and awards in the company’s union facilities. Normally, that requires a whole day or more of driving from one location to the next, just to post information on bulletin boards,” Fickter recalled. “If we installed dedicated screens in employee-only areas, HR said we could instantly eliminate that step and save the company a ton of time and money.”

Possibly the most innovative idea, however, came from Operational Excellence, a company task force working to optimise manufacturing quality and efficiency. Its proposal: Use digital screens on the factory floor to display “Kanban” inventory information in real time. Kanban, a Just-in-Time manufacturing discipline, tells workers which parts are in inventory, which are in transit, and in what bins particular parts are found. It also feeds information back to offsite fabricators, ensuring that appropriate parts are being produced only as needed, and just in time for use.

Traditionally, the Kanban system uses paper tickets to relay inventory information. By switching to digital displays, the company could eliminate paper and provide faster, more detailed updates. “To execute the Kanban idea, we needed to pull information from our SAP Enterprise Resource Planning system. All we had to do was create a Web service by pointing our iCOMPEL units to the correct IP address,” said Fickter.

Joy Mining has installed a number of Kanban displays at the Franklin manufacturing plant with impressive results. Its next move is to link the Franklin facility to other Pennsylvania plants as well as its South African operations. The solution will instantly communicate manufacturing and inventory information about essential equipment parts, even around the world.



### Productivity and morale improve.

“We discover new uses for digital displays almost every day,” Fickter stated. “A recent employee survey, for example, indicated a desire for more awareness of what different Joy Mining facilities around the world are doing. That sparked the concept of ‘Joy TV’ — an in-house video channel that will produce and distribute ‘Facility Focus’ documentaries about various Joy Mining activities and people.”

Fickter, as well as the marketing and production teams, are both excited and a bit surprised by the hugely positive and imaginative response to the introduction of the iCOMPEL powered digital display network. “Suddenly, what was once intended to be simply a coordinated display system for lobby guests has become a global, interconnected and highly strategic set of tools,” he said. “We’re continually impressed by the potential of our displays.”

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“The Black Box customer service staff was very, very supportive. They took the initiative to follow up with us, asking what was next.”

**Chuck Fickter, Marketing Information Manager**  
Joy Mining

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## Success Stories (cont.)

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### Swisscom:

Swisscom is Switzerland's leading telecommunications provider with almost 4.9 million mobile customers, approximately 5.25 million fixed lines, and almost 1.6 million broadband connections. Swisscom offers IP network management to hoteliers and high-speed Internet-based services to guests and clients of the hospitality industry across Europe and North America. Its hospitality services, including conference services business, business centre solutions, and guestroom high-speed Internet, enable hotel guests to keep in touch and work productively when on the move.

### A wireless world.

Black Box installs Swisscom's Wi-Fi® access points in locations such as hotels, railway stations, airports, serviced office complexes, and coffee shops across the U.K. and Europe. A major part of the work involves providing wireless connectivity to hotels, with many sites requiring complete coverage, including common areas and guest rooms.

### Reporting for business.

Once tasked with a project, Black Box surveys the site and compiles a report for Swisscom on the most effective way to provide wireless coverage across the given location. This includes the number of access points required to ensure coverage, cable routes, etc. The next stage in the process involves Black Box carrying out installation and provisioning, and leaving the system ready for testing.



### Smooth operators.

Swisscom has worked with Black Box for almost five years now. The longevity of the relationship can be attributed to Black Box's strengths in the following areas:

- Working above and beyond: "Black Box often goes beyond our strict guidelines, feeding back valuable information to us, which we rely on to help us make our Wi-Fi installations even better," says Jet.
- Broad coverage: Black Box has engineers across the country.
- Trusted partner: "Black Box and its engineers have excellent relationships with our own staff," says Jet. "In fact, the Black Box engineers are almost considered part of the company. They get trained alongside our own people, either here or in Geneva, and always bend over backwards to help us. The relationship is so good we allow them access to our own internal tools and software for a seamless working relationship. We trust them with these and it means we save so much of our engineering time."
- Staff continuity: "This is important for both the working relationship and knowledge retention in the fast-moving area of wireless communications," says Jet.
- Swift problem resolution: "Black Box is always there in an emergency to help you put things right," says Jet.

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"We are constantly putting Black Box under pressure and they always step up to the mark. I give them a straight ten out of ten."

**Jet Jassar, Deployment Manager**

Swisscom Hospitality Services

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## Tenax:

Tenax is an international group of companies that manufactures plastic nets, fences, and geosynthetics. Based in Italy, Tenax operates plants in Europe, North America, India, and China. Because of its widespread geographical footprint, the company's information system is critical to the business. All branches and operations need on-line access to common databases and the ability to share information.

In an effort to make its information system more uniform, the company commissioned Black Box to do a detailed study of a common communications infrastructure. The system would begin with the headquarters in northern Italy and a new subsidiary in China.

Black Box's relationship with Tenax began with the successful deployment of a wireless LAN at the company's headquarters. Based on that experience, Tenax asked Black Box to do the study.

## The network.

After completion of the study, Tenax asked Black Box to begin its worldwide network upgrades, starting with the installation of a new structured cabling system, network devices, and a PBX system at Tenax China in Tianjin city.

Black Box worked with Tenax to plan and design a system that could be uniformly deployed at other Tenax facilities. Tenax also wanted an infrastructure designed with enough bandwidth to serve the company well into the future.

To achieve these goals, a Category 6 voice and data system was deemed best. The network is a Guaranteed-for-Life Structured Cabling System consisting of Black Box® brand Category 6 cable and all necessary components, such as outlets, connectors, faceplates, patch panels, etc. Black Box also provided the hardware and installation for the cable pathway in the data centre. Other cabling includes coax cable for video capabilities.



## The future.

As the infrastructure services provider, Black Box continues to work with Tenax in developing the company's infrastructure plans.

The installation in China was the first of a long-term deployment involving data centres around the world. For easier management and maintenance, each centre will have an identical storage area network and an identical infrastructure system. This way, all branches can access, gather, and share data in the same manner. These new systems will enable every location to send and receive updated information every day, to share information among branches, and to communicate with the headquarters.

Tenax chose Black Box because of its vast geographic footprint and ability to offer the same quality and replicate the same system in all Tenax sites. It was important to Tenax to work with a provider who can design, manage, install, and provide maintenance for Tenax data centres around the world. Black Box truly offers Tenax a one-source solution for seamless management of its network infrastructure upgrades.

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"To the Black Box team which completed the cable job: Your work efficiency is very high. Thank you."

Mr. Xuxiahou, Manager

Tenax, China

## Success Stories (cont.)

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### Reuters:

The world relies on Reuters for continuous, up-to-the-minute global news and information.

Black Box works in partnership with Reuters at the Reuters' technical centre in London, which houses its global network control centre. Black Box helps maintain the centre and ensures the flow of information is never interrupted.

Black Box completed a high-profile project for Reuters. The work involved relocating a Programmable Reuters Interface Switching Module (PRISM) at the global network control centre. (A PRISM is an analogue video switch used by Reuters to access its systems and services, and by its customers to switch between Reuters products, such as news feeds and stock market information.)

When Black Box told Reuters that we could manage its migration to a new PRISM system without shutting down its system, it was great news! To maintain live service, it was necessary to prebuild a new PRISM system encompassing 56 computer cabinets. This allowed the migration to take place in several complex stages.



During the project, Black Box had to redesign and manufacture several adapters. These custom components were given specific Reuters part numbers and then incorporated into the PRISM documentation. This will greatly improve the efficiency of any future PRISM projects.

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"The global network control centre PRISM relocation project was considered to be a high-profile success story for Reuters. Black Box Network Services worked closely with the Reuters System and Network Support team to ensure a first-class system build and migration. Well done, Black Box!"

**Paul Whiteing, Team Leader**

Reuters System and Network Support Group

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## C More Entertainment AB:

C More Entertainment, headquartered in Stockholm, Sweden, is the leading Pay-TV provider for the Nordic countries. The company offers premium TV under the brand name CANAL+, and has 900,000 subscribers. It broadcasts films, sports, and exclusive TV programs on seven different channels, and a pay-per-view channel. Black Box has a long-standing relationship with C More going back to 1994. At that time, Black Box worked with C More to develop a system that helps the company subtitle the movies it broadcasts.

### The project: more broadcasts, more servers.

Recently C More expanded and added more channels and live broadcasts. It needed a new, more flexible system to improve and simplify the management of the servers used for recording, texting, and live broadcasts. The system needed to provide multiple users with simultaneous access to PCs and servers. It also had to be expandable to accommodate future growth.

### The solution: KVM technology.

For a solution, C More naturally turned to Black Box, a trusted colleague. C More knew from experience that Black Box could meet the company's strong demands for absolute quality and round-the-clock support.

The Black Box team worked closely with C More technicians to design a solution that would be efficient, easy to manage, and economical. Design criteria included a system that would give at least 16 users simultaneous access to 200 servers. It would also give the company room to grow and add more users and servers in the future as broadcast operations expand.

The Black Box solution was a system based on the ServSwitch™ Octet, a keyboard/video/mouse (KVM) switch with cutting-edge server management and serial and audio support. With the new system, all the servers were moved out of the control room.



ServSwitch Octet switches were set up to connect the servers to a wall of monitors and to multiple technician KVM stations in the studio. With just a click or two, the technicians can control subtitling, transmission, recording, and broadcasts.

A major benefit of the ServSwitch Octet system is that the noise and heat from the servers were eliminated in the control room because the servers were moved to a different location. Other benefits include the ability to use the system with CAT5, CAT5e, or CAT6 cable. The ServSwitch Octet also offers extremely high resolution over a distance of up to 300 metres. It seamlessly integrates security and monitoring operations, too.

### The end result: a smooth transition.

Because C More couldn't disrupt broadcasts, installation of the new system had to be carefully planned so as not to cause any downtime. C More is extremely happy with the new system. It works optimally 24 hours a day, and gives the company the ability to add servers and monitors as it expands.

"The Black Box solution eliminated server-generated noise and heat from the work area, a key factor in a studio environment."

"We worked with Black Box for about 14 years, and we both put quality first."

F. Persson, Technical Manager

C More Entertainment AB

## Success Stories (cont.)

### Starwood hotels & resorts worldwide, Inc.:

For Starwood, one of the world's largest and most prestigious hotel and leisure companies, fast and efficient reservation systems are a must for excellence in customer service. Not only do customers need quick access to reservation availability, but the company's own reservations employees need a system that's fast and reliable. That's why the company decided to upgrade the IT department at its European headquarters in Brussels, Belgium. The headquarters connects the reservation systems for 170 hotels.

### The new data centre.

Starwood chose Black Box to complete the new data centre. The company wanted to build the data centre using up-to-date fibre optic and Category 6 unshielded twisted pair (UTP) cable.

The Starwood project presented some challenges:

The first challenge was the location of the new data centre.

It was to be one floor below the existing data centre in an area that was unfinished. The space required construction to turn it into a working area.

That led to the second challenge: the time frame. The construction schedule was very tight, and Black Box had only six working days to transform the space into a data centre.

The last challenge involved having as little disruption as possible to the Starwood reservation system.

Black Box conducted several on-site visits and surveys to determine exactly how to meet Starwood's requirements.

### The installation.

There were a number of steps involved in transforming the former unfinished space into a data centre. The first step was for Black Box to



connect all the equipment from the existing data centre on the floor above to the new data centre.

The next step involved moving all the equipment, including racks, servers, switches, routers, and more to the new data centre. Once everything was moved, Black Box technicians set up all the racks, made the rack-to-rack connections, installed the networking equipment, and made all the cable connections. Next all the cabling needed to be tested. This involved checking more than 200 separate fibre optic and CAT6 cable interconnections. Black Box also made all the interconnections for a fibre optic backbone running between several floors.

### A successful project.

The project was a success for Starwood. Black Box completed the job on time and on budget. Best of all, the Starwood reservation system was only interrupted for one hour.

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"The Black Box team was extremely efficient and professional. I must say that everything went according to the plan, and the help we got from Black Box was really great! You have a great team and they should be commended for doing an excellent job."

**Gustaf Burman, IT Project Manager EAME**

Starwood Hotels & Resorts Worldwide, Inc.

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## Xbox Live:

Xbox Live<sup>®</sup> is Microsoft's on-line console gaming service for the Xbox<sup>®</sup> video game. Xbox Live enables gamers to play multiplayer Xbox games interactively with other gamers anywhere in the world over the Internet via a broadband connection.

To support the new gaming system, Microsoft planned data centres in Seattle, London, and Tokyo with additional data centres being established in the U.S. and other countries. The data centres, integral to the success of the gaming system, were designed with strict requirements.

## The choice.

To implement this important roll-out, Microsoft chose Black Box as its global cabling infrastructure services provider. The decision to use Black Box was based on a number of factors. The first was previous experience. Black Box had already worked with Microsoft on the design and installation of the Microsoft showcase data centre in Seattle, WA. The company was so impressed with the work that it asked Black Box to work on the Xbox project.

Another key factor in Microsoft's decision was Black Box's extensive worldwide operations. Xbox wanted to maintain a unified aesthetic style across all the data centres. For easier maintenance, the same equipment and materials were to be installed in all sites, as well as having the same labeling standard for all the cabling. The last requirement was a vendor who could provide services on a global basis. Black Box met all these requirements.

## The data centres.

As the infrastructure partner, Black Box services included planning, project coordination, installation, and maintenance of the network infrastructure at these centres. Black Box worked with the Xbox team



to design the network infrastructure to be used in the first two centres, both in the Seattle area. This design became the blueprint for every subsequent data centre in the U.S. and around the world. The installations were done using Black Box<sup>®</sup> brand cabling and other premise wiring components (such as jacks, patch panels, cross-connects, and more). Because Microsoft had an extremely tight time frame of less than one month to complete the data centres, Black Box worked on both concurrently and finished the job on time.

After the successful completion of the Seattle data centres, the next Xbox projects were data centres in Tokyo and London. Both data centres followed the same design and used the same materials as the original Seattle centres. The teams in Tokyo and London worked closely with the Black Box U.S. team to coordinate the planning and installation of the centres. The on-site cabling work and material procurement were handled through the local Black Box offices. This multisite project coordination was seamless to Xbox.

Both sites had a tight three-week time frame for completion of the installation. Black Box met this in London and surpassed it in Tokyo by a week.

"I picked the best company to be our partner in this huge undertaking. I am more than satisfied with the quality of work, services, and professionalism that the Black Box team has provided to Xbox in our efforts to establish multiple data sites. I look forward to working with Black Box on all future deployments because I know the level of quality in all data centres will be extraordinary."

Nicky Pike, Program Operations Manager

Xbox Live Operations

# Awards and Accolades

## Top 100 IT Solution Provider

Black Box was named to VARBusiness magazine's (now CRN magazine) 2009 VAR 500. For the eighth year in a row, Black Box appears on the list of the Top 100 IT solution providers.

## Information Week's Most Innovative Users of Business Technology

Black Box has been named one of InformationWeek's 500 most innovative users of business technology. The annual list, tracks the business and technology best practices of the nation's most innovative companies by analysing their IT budgets, technology deployment, strategies, and staffing.

## Honda's 2010 Supplier of the Year Award

Black Box received Honda's 2010 Supplier of the Year Award for Information Systems — Managed Services, which encompasses the management of servers, related hardware, and software and mobile devices. Black Box supports Honda's NEC and Cisco voice infrastructure as well as the integration of Cisco voice into its data infrastructure.

## Boeing Performance Excellence Award

Issued by the Boeing Company annually, the award recognises suppliers who have achieved superior performance in quality, delivery, and business management.

## Cisco Customer Satisfaction Excellence Gold Star

For delivering outstanding customer service to customers in the United States, Black Box received a Customer Satisfaction Excellence Gold Star from Cisco.

## ShoreTel Circle of Excellence Award

Black Box was recognised as a Circle of Excellence winner and awarded first place by ShoreTel. The award is based on world-class customer satisfaction and strong revenue achievement, and is the highest partner award given by ShoreTel.

## Award of Excellence for SpaceGAIN from Cabling Business Magazine

Cabling Business Magazine gave Black Box's new SpaceGAIN Angled Patch Panels its Award of Excellence.

## Aspect Service Excellence Award for the Third Consecutive Year

For the third year in a row, Black Box Network Services has been honoured by Aspect for exceptional service performance. Black Box received the highest satisfaction ratings of any Aspect North American partner for resolving customer issues.

## iCOMPEL Receives TMC Solutions Product of the Year Award

For the second year in a row, Technology Marketing Corporation (TMC) named the Black Box iCOMPEL™ digital signage appliance its Communications Solution Product of the Year. TMC picks award recipients that have brought "the most innovative products and services to the market," and cited iCOMPEL as an "outstanding" contribution to the communications industry for its simplicity, flexibility, and advanced capabilities.

## Veri-NAC Named One of the 20 Most Influential Security Products

SC Magazine named Veri-NAC (Network Access Control) one of the 20 most influential security products of the last two decades.

## Network Products Guide Names KVM Secure Switching a 2010 Product Innovation Finalist

Network Products Guide, the industry's leading technology research and advisory guide, named KVM Secure a 2010 Product Innovation Finalist in the Security category.

## Secure Web Gateway Named a 2010 Product Innovation by Network Products Guide

Optinet™ was named a 2010 Product Innovation in the Internet Filtering category by Network Products Guide.

## Network Access Control and Biometrics Win 2011 Global Excellence Awards from Info Security Products Guide

Veri-NAC was named winner of the 2011 Global Excellence in Data Leakage- Protection/Extrusion Prevention Award and Intelli-Pass was winner of the 2011 Global Excellence in Intrusion Detection/Prevention Award from Info Security Products Guide.



# Build your network with our worldwide network services.

Eliminate multiple vendors in multiple locations with multiple results. The solution for worry-free, multisite projects is simple: Turn to Black Box Global Technology Solutions and Services. You'll receive seamless project coordination for one site or thousands of sites. And we'll ensure every site receives the same high-quality design, workmanship, and equipment.



With 196 offices in 141 countries serving 175,000 clients, Black Box can connect your networks locally and globally. For specific locations and contact information for Black Box offices worldwide, go to [www.blackbox.co.uk](http://www.blackbox.co.uk).

## The Americas

Argentina  
Aruba  
Bahamas  
Barbados  
Bermuda  
Bolivia  
Brazil  
Canada  
Cayman Islands  
Chile  
Colombia  
Costa Rica  
Dominican Republic  
Ecuador  
El Salvador  
Grenada  
Guatemala  
Guyana  
Honduras  
Jamaica  
Mexico  
Netherlands Antilles  
Panama  
Peru

Puerto Rico  
Saint Helena  
Saint Lucia  
Trinidad & Tobago  
Turks & Caicos  
United States  
Uruguay  
Venezuela  
Virgin Islands of Great Britain  
Virgin Islands of the U.S.

## Europe, Africa, & Middle East

Algeria  
Andorra  
Angola  
Austria  
Bahrain  
Belgium  
Benin  
Bosnia & Herzegovina  
Burkina Faso  
Burundi  
Cameroon  
Cape Verde

Channel Islands  
Congo (Zaire)  
Croatia  
Cyprus  
Czech Republic  
Denmark  
Egypt  
Estonia  
Finland  
France  
Gabon  
Gambia  
Germany  
Ghana  
Gibraltar  
Greece  
Greenland  
Guinea  
Hungary  
Iceland  
Iraq  
Ireland (Republic of Ireland)  
Israel  
Italy  
Ivory Coast

Jordan  
Kenya  
Kuwait  
Latvia  
Lebanon  
Liechtenstein  
Lithuania  
Luxembourg  
Macedonia  
Madagascar  
Malta  
Monaco  
Morocco  
Netherlands  
Niger  
Nigeria  
Norway  
Oman  
Poland  
Portugal  
Qatar  
Republic of South Africa  
Réunion  
Romania  
Russia

San Marino  
Sao Tome & Principe  
Saudi Arabia  
Senegal  
Sierra Leone  
Slovakia  
Slovenia  
Spain  
Sweden  
Switzerland  
Tunisia  
Turkey  
Uganda  
United Arab Emirates  
United Kingdom  
Vatican City

## Asia/Pacific Rim

Australia  
Bangladesh  
Brunei  
China  
Fiji  
French Polynesia  
Guam  
Hong Kong

India  
Indonesia  
Japan  
Korea (South)  
Malaysia  
Mauritius  
Nepal  
New Caledonia  
New Zealand  
Northern Marianas Islands  
Pakistan  
Papua New Guinea  
Phillippines  
Republic of Taiwan  
Singapore  
Sri Lanka  
Tajikistan  
Thailand  
Turkmenistan  
Vanuatu  
Vietnam

## Global Capabilities

From healthcare to hospitality,  
we'll help take your business and  
your network wherever it needs to go.

Banking, Financial, & Legal

Government

Education

Industrial & Manufacturing

Hospitality

Healthcare

Corporate

Retail

