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>
> – James, Electrical Engineer at CommsAudit

Leading UK Based Electronics Engineering Company Turns to ProLabs for Critical Infrastructure Enhancements

Business Challenge

Leading UK based electronics engineering company **CommsAudit** develops and manufactures technologically advanced antennas, antenna distribution systems, receivers, HF-V/UHF collection systems and signal processing software.

With demanding security conscious customers, CommsAudit was seeking an advanced, reliable and cost effective infrastructure connectivity solution. In keeping with the demands befitting an electronics industry leader, the company sought to enhance its performance infrastructure. However, in 2014, its options were limited by inferior alternatives and, in some cases, product discontinuation.

Key to its procurement decision was the elimination of settling for a like-for-like replacement - CommsAudit was looking for enhancements in performance and capacity. "We wanted to improve upon the performance we had achieved to date," said James, Electronic Engineer at CommsAudit. "The choice of the highest quality components was key as the tools we develop are used in highly sophisticated applications."

In requiring the most exacting of standards, CommsAudit sought a product set that provided high-performance 10G connectivity with no data loss. Following its own 100 percent independent tests, the firm concluded that many optical provider companies that it had tried were found wanting, and of those many experienced sporadic data loss throughout transfers.

Project Snapshot

Challenge
CommsAudit needed to upgrade its 10Gb connectivity infrastructure; however, as an electronics engineering company with an especially sensitive list of customers, it had to source products that were guaranteed to be reliable.

Solution
Unlike many industry competitors that CommsAudit tested, ProLabs' products had no sporadic data loss. Due to this, CommsAudit realised that they were right for the job and invested in them.

Customer Advantages
CommsAudit reports absolute zero data loss with the ProLabs products, saying that ProLabs outperformed all the competitors in its independent tests. CommsAudit also praised ProLabs customer service, saying that not only did they satisfy the need for flawless, quality products; but also, that they saved them both money and time. to achieve its expansion projects.

ProLabs

By allowing CommsAudit to use ProLabs's on-site loan units as part of its proprietary infrastructure to test compatibility prior to purchase, ProLabs was able to demonstrate – certifiably – that its products had 100 percent uptime reliability across multiple scientific testings.

Results and Benefits

Subsequently, CommsAudit conducted its own independent testing on the ProLabs system and found that the bit error rate (BER) was recorded at absolute zero. This was in marked contrast to some of its rivals. James said: "They do not fail at all, whereas other modules would have a BER of at best 10-12. Such a level of reliability is essential for CommsAudit due to the stringent demands of some of our customers, for whom there is simply no room for error."

In adopting the ProLabs product set, CommsAudit has already seen positive benefits. Following installation, the company has already experienced a significant increase in customer satisfaction. James emphasised: "Our customers are reassured in the knowledge that our product is going to perform to the highest standards."

The impressive performance of the ProLabs product under multiple scientific testing scenarios also resulted in unforeseen benefits to CommsAudit since this obviated any need for CommsAudit to develop costly alternative solutions.

ProLabs was also applauded for its ability to provide the product set "on a noticeably shorter lead time," again mitigating time waste for CommsAudit.

"The opportunity to loan test the ProLabs product was key for us," said James "The highly specialised nature of our work often means that it can be difficult to predict whether a particular SFP+ module will work efficiently before running such tests. The loan test also demonstrated ProLabs' confidence in its own products and a willingness to collaborate with its customers."

CommsAudit added: "Our search was for high quality products, unbeatable performance at a competitive price point. ProLabs not only excelled with the quality of its product offering, but in its customer service and value for money, as well".

About CommsAudit

Communications Audit UK Ltd (CommsAudit) is a UK based electronics engineering company. CommsAudit specialise in meeting the needs of government, defence, and national security. It has over 25 years experience producing market leading RF technology for critical missions and applications. CommsAudit is committed to provide outstanding customer and after sales service. Through its highly experienced engineering team, CommsAudit supports its global customers in sustaining and updating their critical infrastructure.

The ProLabs Advanage

► **Compatibility**
100-percent compatible with more than 40 vendors and 20,000 systems

► **Quality**
At the forefront of technology development, coding, testing & customisation

► **Industry-leading Warranties**
Lifetime warranties on all ProLabs transceivers and cables. Extensive warranties will not invalidate any vendor warranty on the host device.

► **Expert Service**
Fast, responsive, knowledgeable service and support that exceeds that of OEMs

► **Fast, Global Delivery**
Large inventory and extensive supplier network in EMEA and US means fast shipping to more than 40 countries monthly

► **Trusted**
Used by some of the world's largest Telcos and ISPs

► **Cost-effective**
Savings of up to 70 percent. By switching from overpriced OEM products to ProLabs compatibles, companies can afford critical upgrades

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