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Andrew Dubas
Information Systems
Engineer
CyOptics, Inc.

CyOptics Meets Demands of a Growing Business with Technology by integraONE



CyOptics, Inc., a global technical manufacturing company, produces optical components for broadband solutions. With locations in Mexico, China and North America, CyOptics’ sprawling Pennsylvania headquarters is located in rural Breinigsville and houses 60,000 square feet of office space, testing labs and fabrication facilities.

CyOptics designs, develops and markets a full line of InP optical chips and components for integration into access, metro and long-haul communications systems. The company also provides complete contract design, foundry and packaging service and is an industry leader in both hybrid integration using different elements in a single package and monolithic integration on a single chip.

Leaders in the field of optoelectronics, CyOptics has recently experienced rapid expansion as a result of recent developments in cloud computing and the associated technical needs for its products.

The Project: An Infrastructure Overhaul

To accommodate growing staff and production needs and remain a leader in a highly technical industry, CyOptics needed to upgrade an aging existing infrastructure. A plan for the purchase and installation of new switches and a new server was put into place.

Andrew Dubas, information systems engineer,





researched qualified vendors to complete the project. "I searched Google," noted Dubas. "I knew we needed someone large enough to handle our needs, close enough to provide a quick response to issues as they arose, and knowledgeable with the technology we wanted to purchase."

integraONE was quickly identified as the best choice for the project, with Cisco switches and a VMware server selected as components for the infrastructure upgrade.

Challenges and Communication

The project began with some specific challenges for the integraONE team. The CyOptics system included a host of existing equipment that Dubas and team were unable to identify as necessary or superfluous. In addition, the legacy system contained old switches and required passwords and login information that the current IT team did not have.

"We needed a higher level of expertise to navigate the legacy system and prepare for the upgrade," Dubas stated. "The engineers at integraONE quickly found their way around the information we were missing and figured everything out based on their existing knowledge base. It was no problem."

Ongoing communication with the integraONE account manager and engineering team helped Dubas prepare for the project and also kept him informed of progress throughout the installation. A work plan and schedule laid out expectations for CyOptics staff.

"The work plan was carried out exactly as stated and on schedule," said Dubas. "The integraONE team was always right on time."

Success!

Previous budgetary constraints had limited the company's ability to initiate such a large-scale upgrade, so the results of this project have been well-received by CyOptics staff.

"The staff here really noticed when problems were resolved with the legacy system," Dubas remembered. "Our previous IT vendor was located in Philadelphia, and we often waited hours or days for service. When one of the systems is down in the plant and work is slowed, that gets everyone's attention. integraONE was able to quickly fix some issues and that was greatly appreciated."

Looking to the Future

The company is still growing and Dubas foresees a need for more technology improvements.

"We are still getting up to speed with all the growth we are experiencing," he stated. "Business is booming and we have to keep up. It's great to know we have a reliable local partner in integraONE. Knowing that there will be a resolution, that things will be fixed on time - it's like having a security policy."