

# Customer Profile

## Andover Controls and Verizon— A Successful Long-Term Partnership



Verizon Data Services  
Riverside Building  
Temple Terrace, Florida

*“Andover Controls has been a great team player by providing Verizon with value-added support in the areas of standards and training. We look forward to building upon this partnership.”*

—Alden Breinholt  
Manager, Alarm  
Response Center,  
Verizon Corporate Real  
Estate

Andover Controls Corporation and Verizon have participated in a partnership agreement for more than 15 years. Andover and its worldwide network of Facility Automation Representatives have worked together to meet the integrated building automation needs of Verizon, providing environmental alarming and monitoring; HVAC control and energy management; EPA-compliant underground tank monitoring; and security and access control to thousands of Verizon sites throughout North and South America.

Verizon Communications, formed by the merger of Bell Atlantic and GTE, is one of the world's leading providers of communications services. Verizon companies are the largest providers of wireline and wireless communications in the United States, with more than 100 million access lines and more than 25 million wireless customers. Verizon International has investment interests in telecommunications companies in 19 countries, with a global presence that extends to 40 countries in the Americas, Europe, Asia and the Pacific. Verizon International has 4.1 million proportionate access lines and some 6.7 million proportionate wireless subscribers. It is a Fortune 10 company with more than 260,000 employees and approximately \$63 billion in revenues.

### Andover and Verizon's Beginnings

The partnership between Andover and Verizon first began in 1986 when Andover Facility Automation Representative, *Ener-Tel Services* of San Angelo, Texas, assisted in the design of an environmental control system for the telephone switching facilities of General Telephone of the Southwest, an operating company of Verizon.

The initial projects with Verizon were HVAC-related. However, this took an interesting turn in 1989 when the Texas Water Commission issued strict guidelines, mandating that all automatic tank gauging systems used to monitor underground fuel tanks must comply with the 1998 U.S. *Federal Leak Detection Guidelines* and receive State agency approvals by 1994. Verizon's numerous telephone switching offices across the country rely on underground diesel storage tanks to supply their backup generators for emergency power and also to fuel the company's extensive fleet of telephone service vehicles. As a result of these new laws, Andover worked aggressively with Verizon to develop an EPA-compliant Tank Monitoring System that integrates with Andover controllers. Since 1990, Andover Facility Automation Representatives have installed more than 500 Andover Tank Monitoring Systems at Verizon sites throughout the United States.

# Andover Controls

## Technology Solutions Through Collaboration

The Andover/Verizon partnership has been beneficial to all parties. For example, along with the Andover Tank Monitoring System, two other successful Andover products were developed, in part, to address Verizon's needs in the field. The CMX 240 dial-up network controller and the AC 4 + 4 access controller were both developed by Andover to control and monitor numerous Verizon telecommunications switching facilities. Andover's remote communications capabilities and total system integration allow Verizon technicians to dial-up these remote sites via a *common* communications device and integrate HVAC control, fuel tank monitoring, *and* card access control.

In addition, in 1988, Andover and Verizon formed an official partnership. The first of its kind for Andover, this partnership served as a model for the Andover Controls *Global Accounts Program*. Today this program provides factory-direct assistance and standardized engineering for large customers with multiple sites and/or facilities spread out across a wide geographical area. As a *Global Accounts* customer, Verizon, and other large companies that followed, receive the benefits and convenience of a "single solution supplier" while achieving their own corporate goals in the following areas:

- Product pricing guarantees
- Company-wide standardization
- Local Andover representation for installation and service
- Factory and local training
- Corporate support, management, and long-range strategic planning

"The partnership with Verizon over the years," states Rod St. Amand, Andover's *Global Accounts Manager*, "has focused on a program that invokes a "value-add" philosophy. Included in the program's above benefits is our goal to continually work with Verizon and its affiliates, wherever they are located, to provide them consistency and innovative solutions world-wide."

Verizon's Everett General Office  
Everett, Washington



***Today, Verizon uses the latest Andover products in operations throughout the world.***



## U.S.-Based Verizon Projects

### *Verizon National*

Verizon, the largest U.S.-based local telephone company, has installed Andover integrated building automation systems in over 1500 buildings nationwide ranging from headquarters, central offices, and remote switching facilities. These systems provide centralized monitoring for environmental alarms, HVAC control, card access, and fuel storage tank monitoring and control.

### *Verizon Alarm Response Center (ARC), Verizon Corporate Real Estate*

Verizon's ARC receives building and environmental alarms from sites throughout the U.S. The ARC uses the Andover front-end workstation to manage these alarms to determine which ones are critical and must be responded to immediately and which can be handled through normal scheduled maintenance. By deferring the dispatch of service personnel to numerous remote switching sites, Verizon can save hundreds of thousands of dollars every year in unnecessary technician call-outs.

### *Verizon Data Services, Temple Terrace, Florida*

One of the largest software development and information processing service companies in the United States, Verizon Data Services uses Andover Controls for card access and full DDC control of chillers, air handling units, and VAV box control at the individual room level. Other applications include carbon monoxide monitoring and file server monitoring for remote reset of servers to reduce customer down-time and increase technician efficiency.

### *Verizon Laboratories, Waltham, Massachusetts*

Verizon Laboratories is the central research and development group for Verizon Corporation. Andover co-developed a software communications interface that allows the Andover front-end software to communicate with TONICS. TONICS is the alarm protocol used by Verizon to monitor their switching network and critical environmental alarm conditions. Andover's direct network interface to TONICS at the Network Operating Center (NOC) eliminates the need to hard wire these points at Verizon's switching facility.

## Global Andover/Verizon Projects

### *CANTV, Caracas, Venezuela*

Compania Anonima Nacional Telefonos de Venezuela (CANTV) is a national full-service telecommunications provider and a subsidiary of Verizon. The company offers local, long distance, wireless, and data transmissions as well as paging, public telephones, private networks and directory services. Beginning in 1993, an Andover Controls country-wide network of card access control, central alarm monitoring, plus HVAC control monitoring was installed in CANTV's more than 1700 switching offices and administration buildings.

### *CODETEL, Santo Domingo, Dominican Republic*

Compania de Telefonos del Interior S.A. (CODETEL), another subsidiary of Verizon, is the leading local, long-distance and wireless telephone service provider in the Dominican Republic. An Andover Controls card access and HVAC control system was installed in CODETEL's key administration building. Additionally, Andover provides HVAC and security control and monitoring, networking CODETEL switching and administration facilities countrywide.

*CODETEL  
Santa Domingo, Dominican Republic*



*CANTV  
Caracas, Venezuela*

Alden Breinholt, Manager, Alarm Response Center, Verizon Corporate Real Estate, summarizes the Andover/Verizon partnership: "Andover Controls has been a great team player by providing Verizon with value-added support in the areas of standards and training. We look forward to building upon this partnership to meet Verizon's demands in an emerging competitive environment."

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