



## PRESS RELEASE

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## FOR MORE INFORMATION

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Photos, site tours available.

Reliance Infocomm National Network Operations Center, Navi Mumbai, India

**Architect:** Ratan J. Batliboi, Mumbai, India

**Multimedia, telecommunications:** Shen Milsom & Wilke, New York City; Steven Emspak, project manager; Mark Alspach, lead designer

**Completion:** Winter 2003

**Size:** 20,000 square feet (NOC only)

### India's "Digital Revolution" Reflected in Shen, Milsom & Wilke's Design for Network Operations Center

*Telecommunications control facility is one of the largest in the world*

"Think big. Think fast. Think ahead." This is how the late Dhirubhai Ambani, respected founder of the \$16.8 billion Reliance Group, summarized his corporate philosophy. The network operations center (NOC) at Reliance Infocomm's headquarters in Navi Mumbai, India--Reliance Infocomm is part of the Reliance Group--lives up to this philosophy.

The NOC is one of the largest telecommunications control facilities in the world. Shen, Milsom & Wilke designed the multimedia technology for the NOC, as well as the systems employed in the technology centers in the headquarters building, including a situation room, video conferencing room, national security control room, and training rooms, as well as a back-up NOC in Hyderabad, 400 miles east of Navi Mumbai.

Reliance Infocomm's range of telecom services depends on a data and communications network that consists of 60,000 kilometers of fiber-optic cabling that runs throughout India. This physical network and its associated infrastructure are managed by the NOC.

The NOC features two opposing video walls, each 90 feet wide by 14 feet high. The walls are comprised of 160 rear-projection cubes that provide a total screen surface of almost 2,520 square feet. The displays are arranged in a slightly curved configuration to make them easier to view.

The monitors display different views and maps of the fiber-optic network and its status. There is also a video display component so the operators can watch television stations--necessary to keep up with news and weather events.

The floor of the NOC contains consoles for 150 operators, who staff the room 24/7. Shen Milsom & Wilke coordinated other design factors, such as electrical configurations, ergonomics, and acoustics.

Shen Milsom & Wilke also designed the technology for the situation room, where officials convene if there is a problem with the network. For example, if severe weather interrupts service, the group investigating the incident and looking for solutions would assemble in the situation room.

Located adjacent to the NOC, the situation room has a glass window that allows a view of the NOC. It also has a small video wall with six projection cubes. Officials can view selections from the monitors on the NOC floor or any other source on these cubes.

The situation room also has a world-class videoconferencing system that includes a conference table with a control system, microphones, and three cameras.

Offsite, in Hyderabad, Shen Milsom & Wilke specified technology for a back-up NOC. It includes 12 projection cubes and all provisions necessary to maintain total network management in case there is a prolonged power outage or other significant disaster at the main NOC.

*Shen Milsom & Wilke [[www.smwinc.com](http://www.smwinc.com)] an international technology consulting practice founded in 1986, offers comprehensive services in the areas of telecommunications, audiovisual/multimedia, acoustics, and security. The firm has offices in New York, Princeton, Washington, D.C., Chicago, Houston, Denver, San Francisco, Las Vegas, London, Dubai, and Hong Kong, and a staff of more than 140 professionals. Shen Milsom & Wilke was named one of the 100 fastest growing A/E/P firms in the nation by Zweig White & Associates for the years 2001, 2002, and 2003.*