

WorkBench & TDM

Improving Organization Efficiency and Productivity with WorkBench and TDM

Change Management Simplified

Technology is changing quickly in the cable industry, making the danger of quickened obsolescence a more tangible threat. In order to maintain technical competence and prolong the value of test equipment, it must be designed for adaptability. The Trilithic 860 family, designed with extensive application of DSP (Digital Signal Processing) technology is extremely adaptable, with enhancements and new feature capabilities added just about every month.

Taking advantage of these new features and updates that enhance technician productivity and the scope of measurements requires careful management, to ensure that all analyzers are configured with the most current firmware, channel plans, and automated test plans. TDM is designed to simplify this process through centralized management and the ability to update analyzers from the field. TDM helps managers control their field analyzer inventory, ensure consistent measurement processes, and manage technical staff.

TDM (Trilithic Data Manager) is a server application that enables remote configuration of 860 DSP or 860 DSPi, collection of measurement records, and instrument update and feature addition via Internet. A TDM component is an option for WorkBench, Trilithic's 860 family configuration and management application, and enables the user to communicate information globally, by groups, or individually to 860's in the field. 860's can upload measurement information to the TDM server to be viewed in WorkBench and saved for historical purposes.

What Does TDM Do?

- Enables centralized control of 860 DSPi configuration updates, which can be queued for techs to activate conveniently from a field test point or drop.
- Up or download measurement data for records.
- 'One-Click' send & receive data.
- For task management, it interfaces with records, work order management, and third party diagnostic information; facilitates inventory, work order completion tracking, etc.
- Enhances communication with techs in the field through email for broadcast or individual tech communication.

TDM (Trilithic Data Manager)

- Task management – assign work orders to techs, which they can pick up from the field.
- Work order close-out – techs can close out work orders from the field as soon as they are completed, ensuring real-time management information.
- Archived test records – techs can upload test data from the field, eliminating trips to the office just to transfer data.
- Email – enables sending important, but less urgent messages to techs to pick up when they have time, and enables the techs to send messages with similar priority to managers.