



## BBIX Philippines Inc.

**Started providing NTP services with the TS series for IX and initiated remote operations using SmartCS.**

Began operation of the Stratum 1 NTP server.

Achieved global network operations with SmartCS.



BBIX: Mr. Ryudai Kinukawa, Mr. Toya Oba, Mr. Yuki Ikuno



### Issue

In the Philippines, there were instances where time discrepancies occurred with NTP distribution from the internet, leading to a demand for accurate time synchronization. At the same time, it became essential to have a way to quickly configure and troubleshoot equipment in remote data centers.



### Solution

By building and operating the Stratum 1 NTP server in-house, accurate time synchronization became possible, enabling service provision to users in the Philippines. Additionally, by enabling remote operations, the time and costs required for on-site work were significantly reduced.

BBIX Philippines is a company of two: BBIX and Infinivan, a Japanese and Philippines companies that set their goals to contribute to the internet as a whole. Through its Internet Exchange (IX) service that is trusted worldwide, affordable, and fast, BBIX Ph empowers digital connections in the Philippines.

BBIX Ph's IX service is currently available in 7 data centers located in 3 major areas: Manila, Cavite, and Laguna. Despite its diverse presence in the Philippines, BBIX Ph will continue its expansion and evolution for the success of local and remote areas of the country.



The entrance of the data center

#### 1-1. SmartCS: Background to the introduction

**—First, I would like to ask you in order. Can you tell us the background and reasons for deciding to use SmartCS in the Philippines?**

When considering the implementation, we needed operations spanning both the Philippines and Japan.

Therefore, we considered the convenience and usefulness of remote IX operations. In the Philippines, as is the case today, traffic congestion is chronic, and performing on-site work each time would incur substantial time and costs.

#### 1-2. Decisive factor

**—Additionally, you have already been using SmartCS at other bases in Japan and other countries. Among the many console servers, what were the reasons or triggers for choosing SmartCS?**

Firstly, SmartCS is widely used by service providers in Japan, making knowledge sharing easy.

Secondly, being a Japanese manufacturer, they are present at network-related events like JANOG and Interop, which makes it very easy to consult them when issues arise. This reduces troubleshooting effort significantly, which is a huge advantage. Compared to overseas manufacturers, this level of support and responsiveness provides great reassurance. Console servers are often the last line of network in operations, so having reliable support is a critical factor in our decision.

#### 1-3. Effect

**— From what I saw earlier, it was working energetically in the rack. How has your**

**experience been with its functionality and ease of use so far?**

Yes, it has been working without any issues. This was my first time using this device, but the setup was simple. Unlike other products that use RS-232C for console connections, SmartCS uses Cat5 straight cables, so we could introduce it without having to purchase new cables, allowing us to meet our schedule. In fact, when there was an outage in the management network and we couldn't access the backbone via IP, we were able to quickly identify the cause and restore the network using SmartCS.

**— So you've already faced such emergencies, and SmartCS proved useful.**

The management IP network frequently disconnects, and we couldn't tell if the issue was with the NW device or the management network. However, being able to access it through SmartCS confirmed that the issue was not on BBIX's side, and we could continue our services. Additionally, some devices lose their configuration if rebooted. Even in such cases, SmartCS made it easy to recover. This product is highly effective for remote troubleshooting, which I believe other operators will also find beneficial.

## 1-4. Expectation for the future

—We are very pleased to see our product being used effectively. Do you have any expectations or requests for us?

We would like to have smaller console servers that fit into empty rack spaces and are reasonably priced, with the same basic functionality as SmartCS. Such devices would be very convenient not only in the Philippines but across BBIX globally.



Mr. Kinukawa and TimeServer running in a rack

## 2-1. TimeServer: Background to the introduction

—Thank you for your valuable feedback. We will consider it. Could you also share your thoughts on the NTP server?

The trigger was the need to provide accurate time to our customers, like cable operators, since using public NTP in the Philippines can result in time discrepancies. We also aimed to contribute to the Philippine internet industry by setting up an accurate time source as a stratum 1 server. Moreover, as a late entrant in the Philippine IX market, enhancing our brand value and adding value for our customers was important.

## 2-2. Decisive factor

—What were the reasons for choosing our NTP server, and what are your impressions after implementation?

Similar to our choice of SmartCS, reliability and track record were crucial. Additionally, the SEIKO brand is well-regarded in the Philippines, which supports our branding efforts. After implementation, we've progressed on providing NTP for a large submarine cable project, contributing to the development of the Philippines, which gives us a sense of accomplishment.

—Were there any challenges during the setup of the NTP server with the G3NSS antenna?

There were no significant challenges; it was a smooth setup. By sharing the NTP server wiring manual with the contractors, the installation and wiring were completed without issues, and the GNSS signal reached the rack easily.

## 2-3. Expectation for the future

—Do you have any requests for the NTP server?

Though NTP servers are different from routers or switches, it would be helpful to have Ethernet port redundancy features like bonding or teaming, or even VLAN support.

—Finally, could you share BBIX Philippines' aspirations?

We aim to contribute to the Philippine internet not just as a commercial IX but also by sharing the latest trends and providing functionalities like NTP, which are common in Japan. We strive to be seen as a company that improves the internet wherever BBIX operates.



Antenna installed on the roof

\*The company names and content mentioned are based on the information available at the time of the interview. Please note that current information may differ.

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