

# Jardine Thompson iT

## IT Infrastructure Restructuring Service

### SMB Client with multiple sites

#### Case Study

Our client in NSW has a unique approach that delivers exceptional customer service that allows them to provide a personalised service which gives them the platform to strive towards total customer satisfaction. They have multiple locations with more than 100 staff. Their company features industry experts, all of whom have the knowledge and track record to effectively manage and maintain their client's portfolio.

#### Business Need

- The client needs to rebuild its network to a more agile and resilient infrastructure which keep pace with growth and improve availability, performance and security within the corporate network.

#### Main Challenge

- Deploy the project in a timely manner with minimal service interruption or impact to the business.

#### Stages of Work

- Stage 1 - Audited the IT infrastructure and environment**

The client's IT environment was checked and audited. In addition to the issues raised by the client, we also took into consideration physical health and safety issues, security and energy costs in to the audit and solution.



Existing IT Communications Room before project



Working environment in ITC room before project

- Stage 2 Design the Solution and Project Plan**

The solution and project plan were completed in a week and then presented for acceptance and approval by the client. The solution is detailed below. All KPIs were included for measurement of the success and signoff for completion of project. (See below for the solution),

- Stage 3 Procurement**

Our team did the procurement for the client obtaining the best product at the best price within the delivery schedule required. Efforts include managing delivery and checking and controlling goods as they arrive and unpacking for installation.

- Stage 4 Implementation**

The project was implemented without a hitch. The process and outcome are detailed below.



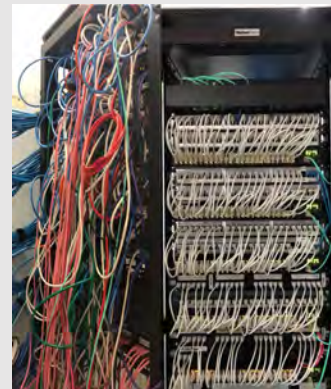
IT Communications Room after completion of Project

## Current Scenario and Risks

Users	Computers	Network Switches	Routers	Access Point	Shoretel IP phone
130	96	10 (280 Ports)	1	3	56

### IT Risks identified with Audit

- There were increasing interruptions with impact to the IT services performance
- Lack of high availability assumptions, with numerous single points of failure in the network architecture and no UPS.
- Lack of security tools such as such as firewall or board security for Internet
- Lack of IT monitoring or management tools
- Increased chances for lost data
- Increased hardware failure due to network timing out and not responding to network transmission, and evidence of hardware rebooting constantly
- Impossible to expand IT Services
- Increased time in troubleshooting and changing cable arrangement
- Increased risk of cable damage caused by sharp edges of racks and difficult access to racks
- Increased airflow obstruction.



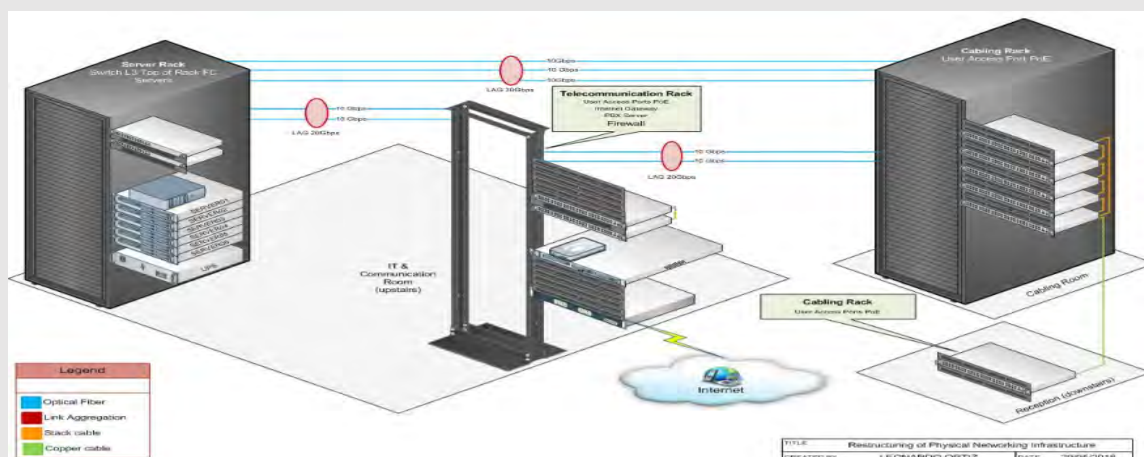
### Business Risks identified with Audit

- Increase systems downtime
- High cost of maintenance
- Hinders innovation
- Increased financial lost due to increase customer dissatisfaction

## Solutions

Restructuring of Physical Networking Infrastructure by:

- Relocation of Servers
- Refreshing of network devices and deploying of new network architecture
- Reorganization and standardization of cabling



## Business benefits and outcome

- Performance for core application has improved by more than 30%
- Increased simplicity for IT, better system performance for internal and external customers
- Increased support for innovation
- Help drive expansion into market

## Summary

The project has been deployed without any incident. The main keys to success of this project were planning and understanding the clients business.

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