

# Jardine Thompson iT

## IT WAN Link Evaluation and Redesign

Client with multiple sites

### Case Study

One of our major client from Real Estate industry, was running its multimillion-dollar business from various locations in Sydney. The primary object of the organisation was to provide unparalleled service support to its customer on a timely manner. As a result, just like any other modern organisation, they were heavily dependent on their WAN link for any day to day business activity.

### Business Need

- The client needed to reevaluate their business functionality and identify the optimum solution which would provide seamless connectivity between the sites and increase productivity.
- In terms of WAN link, they needed a roadmap that would cater the future requirements for the next 3 years aligned with their company growth.
- The solution needed to be financially realistic and contracted with right terms.

### Main Challenge

- To design the solution and identify the optimum service, JTiT needed to understand the requirements based on 2 integral components, Voice and Data, and their usage and bandwidth requirement over the period.
- Identify the right service provider with the correct terms so that it can be reviewed in due course.

### Stages of Work

- **Stage 1 Reevaluate the existing WAN Link**  
Before drawing any conclusion JTiT had to understand the existing link status and validate its contractual agreement with the current service provider. During this process we liaised with the service provider and sought their professional help to improve the service and consider other plan options.
- **Stage 2 Understand the organisation requirement**  
To provide the right solution it was vital to understand the bandwidth and data requirements for the organisation over the period of a few weeks. Based on the investigation, we identified the lag period and amount of data consumption. This information helped up to isolate the right plan for the client.
- **Stage 3 Review contract**  
Once we understood the requirements and identified the right service plan, we reviewed the standard terms and condition provided by the service provider and amend a few clauses, where our client had the ability to bring in change the plan without paying any costly penalties or charges.
- **Stage 4 Implementation**  
The project was implemented without a hitch. The process and outcome are detailed below.

SITE	BEFORE		AFTER		Cost	Speed
	Service Provider 1		Service Provider 2		Reduced	Increased
	Speed (Mbps)	Cost (Monthly)	Speed (Mbps)	Cost (Monthly)	74%	100%
Head office	60	3,084	100	1,450		
Site 1	10	3,100	40	145		
Site 2	10	3,100	40	145		
Total	70	6,184	140	1,595		

### Solutions

Revaluation and redesign of WAN Link

- Implementation of an RFP for negotiating high-grade data link.
- Usage monitoring: Monitor and disclose the consumption of data made by all employees of the company.

### Business benefits and outcome

- Increased productivity for 100+ users
- Less downtime and waiting period.
- Significant budgeted saving on IT expenses and opportunity to allocate fund in IT expansion.
- Correct and adequate contractual agreement with the service provider aligned with IT roadmap for the organisation.
- Having right contract with the service provider for future growth.

### Summary

The project has been completed without any incident. The success for this project resides with in-depth investigation, research, planning and business understanding.

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