Global Construction and Development Firm with a Growth Trajectory Pursues Network Modernization

The client

The client is a leading global construction and development firm based in Sydney, Australia, with operations in Australia, Asia, Europe, and the Americas. The firm has produced well-known buildings that grace the streets of Chicago and New York and the covers of esteemed publications. They’re experts in infrastructure, design, development, investments, and management. Founded in 1958 and employing more than 13,000, the firm sees projects from conception to completion, building cornerstones for communities.

The challenge: Outdated, disconnected systems made it hard to plan for future growth

After years of mergers and acquisitions activity, the client was operating a large, diverse, and aging network across 500 remote sites. More than two-thirds of their existing network infrastructure was end-of-life or end-of-support, creating immense risk and instability. Even minor changes often led to landmines that required unplanned investments in time and money.

Though the client’s internal IT teams are quite knowledgeable, they were struggling to consolidate, simplify, and optimize their network services. Governance was lacking and access issues were prevalent. They didn’t have an up-to-date inventory of the assets they possessed. Their difficulties were exacerbated by the fact that their legacy infrastructure was effectively functioning as three distinct IT hubs, each with separate visions and approaches to the same business challenges. Interconnectivity and interoperability were near impossible, resulting in significant performance and support gaps.

Industry:
Construction and real estate

CDCT provided:
• Global network assessment of 500 remote sites
• WAN/data center network remediation roadmap
• Network WAN architecture and deployment plans
• Software upgrade recommendations and new security strategy
• Managed Network services for ~50 building sites

CDCT services:
• Assessment
• Consulting and Professional Services
• Managed Services
Looking ahead, the client aimed not only to repair an exceedingly faulty network architecture, but to leverage technology to deliver on key business objectives. For example, they’re interested in how IoT devices and connected camera systems might improve construction site safety. The company also had growth forecasts that would require a modern, agile, and secure network environment.

We were introduced to the client amidst a data center move being managed by Dimension Data. The move wasn’t going as well as the client had hoped due to poor project management and communication issues. As the client considered upcoming needs, they were drawn to Insight Cloud + Data Center Transformation (CDCT) as a confident and experienced partner who would establish and successfully execute a plan with more rigorous precision than our competitor.

The solution: Complete global assessment, expert planning, and phased improvements

The client’s ultimate goal was to globally standardize IT operations, including network systems and processes, across their disparate and disjointed IT hubs. This would allow support engineers from any region to fully maintain and support the infrastructure within any of the three total regions, giving them an internal follow-the-sun model for better uptime, reliability, and efficiency.

We began with an engagement with the client’s North American network, offering our expertise to the team managing network infrastructure for the client’s corporate offices. We then commenced a massive global assessment of all of their data centers, remote and corporate sites, to determine what assets they had available worldwide. We used SolarWinds® Network Performance Monitor (NPM) to detect, diagnose, and resolve urgent network issues.

Based on our initial assessment, we developed and delivered full documentation of their network, identifying all problem areas and detailing recommendations for remediation efforts. A subset of network remediations includes high-level and low-level designs and implementation plans for the client’s data center and WAN networks that include the use of zero-touch provisioning, as well as the framework for an agile security model. We’re also upgrading software on their existing network devices to support a new, more secure environment. Our work thus far has earned us the full trust of our client, who has contracted CDCT to deliver Managed Network services for approximately 50 building sites.

The benefits: Modern network, ongoing innovations support, and reclaim staff hours

The client now has a complete, documented map of their existing network architecture, physical connections, and traffic flows. They’re more aware of bottleneck areas and pain points in their network, which is already helping them to make better business decisions for the next generation of their network.

By converting from static routing to dynamic routing, their large global network has become substantially more scalable, manageable, and efficient. Time spent for moves, adds, and changes has been reduced. The client will experience far fewer outages and require less time to troubleshoot when outages do occur.

Managed Network services ensure proactive care and ongoing maintenance of the client’s existing and new network infrastructure. Remediation and SD-WAN plans provide them with an actionable roadmap to get them from their current state to transformed.

Benefits:

Realized

- Improved visibility of network activity and performance
- Better change management processes, reducing outages and resource strains
- Scalable, efficient, and easy-to-manage network with dynamic routing
- Plans for remediation and SD-WAN implementation
- Foundation laid for transformation and innovation

Ensured network access at 14 corporate and 50 building sites

Expected

- Increased stability, reliability, and uptime
- Streamlined troubleshooting
- Fewer outages and business disruptions
- Cost savings on circuits
- Mitigated risk and improved governance
- Standardized network systems and processes
- IT staff free to focus on transformation

Scalable network that can accommodate anticipated growth

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