



Transpacific cuts voice costs, improves workforce management with standardised IP telephony platform

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– Adam Heilbron, Infrastructure Manager, IT, Transpacific

Transpacific Industries Group Limited (Transpacific) is an integrated business involved in liquid and hazardous waste management, solid waste management, energy, industrial solutions and commercial vehicles. It has a particular focus on recycling and waste management markets and operates across Australia and New Zealand, with niche operations in Asia.

Transpacific operates collection centres, transfer stations, waste-to-energy sites, composting facilities and recycling plants. These allow the company to offer a full range of environmental services to industrial, municipal and commercial customers.

Business challenge

Over the past few years, Transpacific has grown extensively across Australia and New Zealand. This period of rapid expansion stretched the company’s IT resources to the limit. IT staff had to manage a sprawling network which linked more than 200 sites.

Transpacific undertook several technology projects to centralise and simplify its infrastructure and eliminate the requirement to manage a mixed bag of network equipment, PABX phone systems, servers and desktops it inherited through acquisitions.

The company redeveloped its main data centre in Wacol, Brisbane, and its disaster recovery site in the central Brisbane suburb of Milton. A part of this project was the deployment of a new core network and a standardised IP telephony platform.

“We needed to redesign our network and deploy standardised core infrastructure to reduce our management costs,” says Adam Heilbron, Infrastructure Manager, IT, Transpacific.

“It was becoming very difficult to support separate PABX phone systems across the entire organisation. We needed a reliable and scalable phone system with centralised management.”

Solution

Transpacific engaged Dimension Data to deploy a Cisco-based core network inside its data centres based on high-performance Cisco Nexus 5000 Series switches, Cisco Nexus 2000 Series Fabric Extenders, and Cisco Catalyst 6500 and Cisco Catalyst 3750 switches. The company wide area network (WAN) runs on Cisco 2800 Series and Cisco 3800 Series routers.

“The core Cisco switches, with 10GB/s Ethernet connectivity, will easily support the demands of our servers, which run virtualisation technology and our new storage area network (SAN) infrastructure. “Because we were rolling out new voice infrastructure, we needed core network switches that were up to the task, and Cisco delivered,” says Heilbron.

The core switching network supports a new Cisco-based IP telephony platform that provides a blueprint for how Transpacific will use IP telephony in the future. Under an initial pilot program, Transpacific engineers installed the Cisco Unified Communications Manager

and Cisco Unity Connection Servers at the company's data centre in Milton, which served users at a pilot site at the Brisbane suburb of Seventeen Mile Rocks.

The Cisco Unified Communications Manager infrastructure has since been extended to a further 20 locations and Transpacific plans to expand the infrastructure in the future.

Transpacific has also deployed Dimension Data's IP Telephony/Active Directory (IPAD) Connector, a solution that integrates identities between the company's Microsoft Active Directory and Cisco Unified Communications Manager. It acts as a middleware between these technologies to ensure both directories are consistent and up to date.

To ensure the success of the Cisco IP telephony project, Transpacific also used Dimension Data's IP Telephony Deployment Model (IPTDM), a methodology that has been tested across the deployment of 750,000 handsets worldwide. IPTDM consists of tools, processes and guidelines that enable engineers to deliver the IP telephony solution using lessons learned from these rollouts.

This reduced the company's risk and ensured that the core network and unified communications infrastructure delivered was of the highest quality.

"The Cisco-based data centre network and enterprise core IP telephony solution has provided Transpacific with a standard platform that has eliminated network management hassles and supported the company's rapid growth," says Heilbron.

Benefits

By standardising on a common Cisco-based phone network, Transpacific can offer better support to its user base at a lower cost than if it was managing multiple phone systems.

"For example, we can easily support users in an office at a remote location in Western Australia rather than having to spend time finding a local system integrator to provide support," says Heilbron.

"It's a better model for our end users and it results in significant cost savings because we manage the voice network centrally, rather than spending more time to engage a third party to provide technical support."

According to Heilbron, Cisco's technical and account management teams were instrumental in the success of the core network and IP telephony projects, and helped ensure Transpacific's own internal IT staff were installing the solution correctly.

"Our Cisco account management team were brilliant," says Heilbron. "They came into our business, learnt what our problems were, and offered solutions that worked. Cisco staff were heavily involved in helping to design our data centre and ensuring it met our requirements for disaster recovery and high availability."

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