



## Professional Services Case Study

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**Client :** Major Telecoms Operator, which is one of the world's leading international communications companies. It provides voice, data and IP (Internet Protocol) services to business and residential customers, as well as services to other telecoms carriers, mobile operators and providers of content, applications and Internet services. The client's principal operations are in the United Kingdom, continental Europe, the United States, Japan, the Caribbean, Panama, the Middle East and Macau.

**Background:** The Client operates a twin site facility designed for high availability and supports business critical services such as the MPLS management, provisioning and billing systems. The primary site is in the UK with the secondary site in America. Due to a change in commercial priorities the American site had to be replicated, with the replica facility installed in London. The customer required a turnkey solution, fully project managed and delivered to a deadline within budget. The total budget for the project was £3m.

**Challenges:**

- The Client was resource bound due to downsizing in the UK, hence, resources to deliver the project on time were not available.
- Minimal project documentation was available for replicating the existing site.
- The solution had to be re-built from first principles.
- Project conception to go live was 6 weeks, from initial engagement of T360.

**Solution:** T360 was required to deliver, specify and configure:

- IP Network infrastructure.
- SAN Storage requirements.
- SAN architecture and design.
- Firewall infrastructure.
- 52 x Sun V480 servers.
- Server cabinets.
- Structured Cabling.

T360 provided the following Professional Services:

- Design Consultants.
- Project Management.
- Installation and Commissioning Engineers.
- Logistical Support.
- Supply Chain Management.
- Sun Certified UNIX specialists.
- Hitachi SAN specialists.
- Brocade specialists.

Documentation included:

- Full asset inventory including serial numbers of all devices.
- LAN architecture diagrams.
- SAN architecture diagrams.
- Storage allocation
- Server build documentation.
- IP allocation tables and supporting documents.
- Rack diagrams.
- Wiring loom diagrams.
- Patch diagrams and logs.



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**Results:** Without T360's experience and agility, the timescales for this project would have been seriously compromised leading to damaging fiscal penalties. We have been highly commended for our professionalism under extreme pressure and our ability to think around problems, our proactivity and responsiveness was of particular value to the project managers. T360 provided the necessary skills at the right time in order for the client to complete this particular workstream of the project within budget and timescale.