
Multinational Oil&Gas Company – Case Study

Extract

Network DNA Ltd. completed the rollout of a consolidated worldwide Cisco IP Telephony system for a major multinational Oil and Gas Service company. This project has been in progress for a long period of time, due to corporate divestments and acquisitions, which has resulted in a number of unique challenges, but has culminated in the implementation of an integrated telephony solution servicing over 6000 users, across 5 continents, 9 countries and over 25 Sites.

The solution harnesses the power and flexibility of Cisco Systems portfolio of voice solutions, including Cisco Unified Communications Manager 7, Cisco Unity Connection 7, Cisco Voice Gateways and ISR Routers, as well as the voice traffic being carried over multiple carrier topologies such as Leased lines, MPLS Networks and VSAT Networks.

The advanced call management features of Cisco Unified Communications Manager allows the use of cost saving initiatives such as short code dialling, Toll Bypass and Tail End Hop off and centralised telephone directory services.

Network DNA's unique skillset was engaged to provide complete design, installation and support services for the entire project worldwide, and involved providing on site services in all locations, liaison with in country logistics and supply chain, and communication with international telcos.

The History

This project has undergone various transitions due to the changing nature of the business, which included the initial conceptual design, and first phase implementation of 3 sites in the UK, during which time the company was in the hands of a private equity firm. The company is now owned by one of the largest organisations in the world, and the project had to be modified to suit the new environment, and changing geographical business landscape. The new regional model was implemented and Network DNA provide design, support, installation and project management services worldwide for this customer.

The Technology

The entire system is based around Cisco Unified Communications Manager and Cisco Unity Connection Voicemail with voice gateways, handsets, LAN Switching and WAN routing technology all provided by Cisco. We have implemented the architecture to provide a very stable and scalable

solution using the following methods.

- UK/Scandinavia/Africa - Distributed CUCM Cluster operated over 4 datacentres (2 in the UK, 2 in Norway)
 - Supports over 2500 users
 - Multiple Sites, in multiple countries utilising SRST for High Availability and local lines
 - QoS Enabled VSAT Solution providing voice services to Angola and Nigeria
 - QoS Enabled MPLS Connectivity
- USA Distributed - Distributed CUCM Cluster operated over 2 datacentres in Houston
 - Supports over 2500 Users
 - Multiple Sites, in the USA and Canada and Mexico utilising SRST for High Availability and local lines
 - QoS Enabled Metro Network within Houston City Limits
 - QoS Enabled MPLS Connectivity
- AsiaPacific - CUCM Cluster in Singapore
 - Supports approximately 1000 Users
 - Supports Singapore and Perth, Australia
 - QoS Enabled MPLS Connectivity
- The following features have been implemented to increase productivity
 - Centralised Directory Services
 - Global Dial Plan
 - Toll Bypass
 - Tail End Hop Off (remote breakout to reduce international call charges)
 - Single Number Reach
 - Mobile Voice Access
- Features in Progress
 - Cisco Meetingplace 8 Audio Conferencing
 - Cisco WebEx Connect Integration for softphone features in addition to Instant Messaging and Collaboration
 - Cisco Presence Integration

In summary, this project has required technical expertise and project management skills, has demanded worldwide travel to provide implementation and consultancy services to local IT support organisations, in order to provide a solution that will grow with the business.

For additional information including company background, case studies and other details please visit our website or email info@network-dna.com.

<http://www.network-dna.com>