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## Proserv – New Case Studies.

### Proserv House.

Proserv UK recently moved into a new, purpose built HQ building in Westhill. As part of this process Network DNA designed, built and installed a new LAN based on Cisco Catalyst switching and Cisco Aironet Wireless AP's and provided additional Cisco IP Phone handsets. There were a number of communications links installed at the existing corporate office and Network DNA managed the process for relocating these to the new building to coincide with the date of the move. Also required was a temporary link back to their existing corporate office in Westhill to allow for a smooth transition from the old office to the new one and this was accomplished with the provision of a temporary wireless bridge between the two sites. The move also encompassed the relocation of Proserv's Cisco Unified Communications Manager IP Telephony system from the existing corporate office to the new HQ building.

The new network and the temporary wireless bridge were installed and tested prior to the move in date. Over the weekend of the move 150 people were relocated to the new HQ building both from the existing corporate office and from other Proserv sites including the relocation of the Cisco Unified Communications Manager server. On the following Monday the new network was operational with no issues whatever. Post move the migration from the existing corporate office was completed and the temporary wireless bridge decommissioned with no loss of service or impact to the users.

### Proserv FE

As Proserv already use Cisco Unified Communications Manager for IP Telephony in the UK, US and Middle East, as part of the process of standardisation they engaged Network DNA to provide a Cisco Unified Communications Manager solution to cover their sites in the Far East including locations in Singapore, Bataam, Johor Baru, Kuala Lumpur and Perth Australia. An MPLS network was already in place linking these sites together and connecting them to the UK. Network DNA supplied and installed a Cisco Business Edition 6000 at the data centre in Singapore to support the phones across the region utilising the MPLS network for connectivity. The new Cisco Unified Communications Manager system was also linked to the Cisco Unified Communications Manager system in the UK via an inter cluster trunk free calling between sites over the MPLS and to provide single corporate phone directory accessible from all IP phones worldwide.

The project included the installation of Cisco Voice Gateways to terminate the telephone lines at each site and the deployment of the phones and Voice Gateways by Network DNA personnel during a visit to the region. All the equipment was pre-placed at the sites and preconfigured as far as possible to allow for a speedy and straightforward deployment process with the operation being completed over a period of about ten days.

## Proserv CUCM Upgrade

After the move to the new purpose built HQ Proserv's existing Cisco Unified Communications Manager system was approaching capacity. Network DNA provided a design that allowed for a smooth migration from the existing Cisco Unified Communications Manager Business Edition 5000 system to a new system based upon Cisco Unified Communications Manager version 9.1 running as virtual machines on Cisco Unified Computing System server hardware. Two UCS server platforms were provided and installed at separate sites to provide resilience in the event of hardware or other failure.

The migration from the existing system was carried out over the course of a weekend and included the transfer of all user, phone and system configuration data including Voicemail boxes from the old system to the new system and the rehomeing off all IP Phones across Proserv's UK sites to the new Cisco Unified Communications Manager cluster. The migration was carried out very smoothly and all elements of the telephony system were operating normally again on the following Monday morning.

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