WNS NETWORK SERVICES

Case Study

Enhancing ability to respond

The challenge

As part of a major refurbishment of its call centre at Ipswich, the client was expanding its customer services facilities to enhance its ability to respond to power interruption and emergency enquiries from customers relating to the electricity network in the East of England, London and the South East. This included converting a former storage area at the site into a new state-of-the-art two storey call centre.

In addition, the client needed to upgrade the exiting IT infrastructure to meet the demands of the expanded customer services centre for rapid access to information around the clock. This would require the installation of new high speed voice and data links between the call centres and the main computer room located elsewhere on the site.

The solution

Whitepack Network Services were selected for this project because it had already successfully completed a number of installations for the client in Ipswich and other locations across the UK. An experienced team was assigned to the project comprising of a project manager with more than seventeen years experience and six highly trained and motivated engineers.

Prior to starting, Whitepack Network Services attended several design meetings with the clients IT department providing specialist advice on issues relating to the requirements for copper and fibre links to the computer room.

The first phase of the project was to cable the new call centre in Zone1 including links to the main computer room. On the ground floor, Whitepack Network Services installed 230 new agent positions were installed using Cat5e cabling and Krone connectors with a further 296 agent positions installed on the first floor. To provide all required telephony services, 144 four-pair UTP

links were installed whilst 32 cores of OM3 fibre optic cable were run to the main computer room to provide high speed data connections. This was diverse routed for enhanced resilience and was completed in 4 weeks to meet the deadlines for launching new call centre.

Following on from this, Whitepack Network Services upgraded the clients disaster recovery suite at Bury St Edmunds with an additional 56 positions to enable staff to carry on business as usual while the Ipswich offices were refurbished.

Phase two of the project was to re-cable the area known as Zone 3 which is located in the main block next to the main communications room. Here, all existing cat5 cable was removed and replaced with 240 new cat5e cables. All staff from this area were moved to the new call centre.

The next phase of the project saw Whitepack Network Services reconfiguring the clients original call centre at Ipswich. Existing Cat5e cabling was relocated to enable agent positions to be changed and new floor boxes were installed to replace the desk-based terminations that were previously used to give greater operational flexibility. In total, more than 474 outlets were relocated, re-terminated, re-tested and relabelled over a two week period.

This was followed by the installation of 112 new outlets and Cat5e cabling in block B utilising existing floor boxes. The part of the project was completed out of hours to minimise disruption to the operation of the department.

Zone 1, where the IT Support Team and RTS are housed, was the location for the next phase of the project where old Cat5 cabling had to be removed and replaced with Cat5e infrastructure and 148 outlets were installed. The old cabinets were decommissioned and all the voice and data links were rerouted to the new communications room in Zone 1 where three new Cannon 6000 Series SmartCabs were supplied and installed. Whitepack Network Services also installed 4 core fibre optic cable to an external portacabin where the transport section is located.

A further six new Cannon 6000 Series SmartCabs were supplied and installed in the clients main computer room where all switches were upgraded to run the new high speed infrastructure. New switches were also installed to serve Block B and Zone 2 with the capacity to add any future installations on each side of the building. They also have fibre optic trunks to serve the switches that feed the new call centre, IT Support Team and RTS.

All the new cabling that was installed internally in the main computer rooms now runs back to the cabinets where these switches are located. Links have been provided to enable information from remote servers within the computer rooms to be routed into the new core switches. Further fibre optic links have been run between the original call centre's core switches and the new core switches to enable them to synchronise.

Prior to final handover, more than 3363 certification tests were successfully carried out to ensure the whole system was fully operational.