

## **3D TGNT helps IT Company in its Beijing office expansion**

### **BACKGROUND**

The client was founded in 1975 and has since taken the lead in the global PC software marketplace. Today the client is one of the largest and most successful companies in the world. The client is one of the largest software company in the world and at its peak, the company had a market value roughly equal to the gross domestic product of Spain. Its Office software, encompassing a suite of e-mail, word-processing, spreadsheet and presentation tools, dominates 90% of the market. It has subsidiaries in 70 countries and close to 60,000 employees.

Since The client entered the Chinese market in 1992 and set up a representative office in Beijing, its numbers in China has increased to over 900 employees. It is headquartered in Beijing and has subsidiaries in Shanghai and Guangzhou. The client China has 3 world-class research and development and technical support organizations, being its Research Center, Global Technical Support Centre and (Asia) Research Institute.

### **Project and requirement**

The client Beijing office was scheduled to expand the existing 18<sup>th</sup> – 20<sup>th</sup> floor office area to an additional floor and adjust and reorganize all 4 floor's office area. This included a complete re-organization of employee seating arrangements.

The client Beijing office also had a Call Centre operation and required the system availability to be higher than 99.999%.

### **3D TGNT's solution**

3D TGNT possesses a wealth of experience and expertise through providing and supporting Nortel Enterprise Telephony solutions to businesses in China for more than 17 years. 3D TGNT are uniquely positioned to meet The client's telecom networking, telephony and call centre operations requirements by virtue of their in-depth understanding of voice networking.

3DTGNT designed a robust system for maximum port capacity, with a combination of extensions and trunks, to accommodate the headcount and business expansion requirements over the next 5 years. In addition, the system was designed and equipped to provide a system availability of greater than 99.999% required for a call centre operations in the same location.

To meet the scalability demands of office expansion, 3D TGNT upgraded the The client Beijing office systems to the Nortel Meridian Option 81C. The solution included

digital/analog phone terminals, management system, voice mail and relevant equipment.

### Solution Overview

1. Nortel Private Automatic Branch Exchange (PABX) Option 81C system with Succession Release 3, Level4 (Premium Network Services) software and the related hardware. This is connected to the Public Switched Telephone Network (PSTN) for external communication and ITG Trunk for VoIP and Private Voice network. It supports a variety of communication methods and fully satisfies The client's demand.

- Flexibility – Agile enough to allow growing/shrinking with business demands without compromising service levels and with minimum impact to the The client business to maximize protection for user's investment.
- Availability – Reliable and predictable enough to minimize downtime and business disruption.
- Maintenance – The system allows for easy administration and maintenance.

2. Voice messaging system: 3D TGNT recommended Nortel Meridian Mail 13, together with a voice menu service including a voice mailbox. Each user will have a voice mailbox that will have an average of 5 minutes and a maximum of storage space. The Voice mailbox is connected by an internal digital link, with various functions and good and stable voice.

3. Remote access: The client's remote access was ensure with a dial up and Ethernet connection for security audit and maintenance.

### Deployment

It is much more difficult to re-organize than install. The client invited JONES LANG LASALLE Co., LTD. to take care of the project management, in addition to their own responsibility for this office expansion project. In telephony aspect, 3D TGNT offered particular proposals, schedules and arrangement for deployment.

3D TGNT's unique 3DM Methodology consisting of discover, design, deploy and manage helped the team to first understand The client requirements and then provide a detailed and feasible implementation schedule. The project implementation schedule was carried out strictly in adherence with The client's compliance rules and without impacting The client's normal, day-to-day operations. This was achieved by following a thorough implementation plan that concentrated on most work being done on the weekends. The new PABX digital trunk was comprehensively tested before the final cut-over, which was done on a Friday evening to minimize impact on The client's operations.

3D TGNT ensured that an experienced on-site engineer was available 24x7 to ensure a smooth transition. The biggest challenge was to move more than 300 extensions at once, and the 3D TGNT team achieved this with minimal problems.

Network security was another important consideration for The client. The 3D TGNT team was fully geared to meet these challenges and ensured that security was not compromised in any way during the project deployment stage.

After a week of successful test runs, the system was officially switched to the new exchange system. It took less than 60 days from survey to official handover.

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