



## Australian Central gets state-of-the-art headquarters

### CASE STUDY

#### CHALLENGE

Australian Central, one of the nation's most progressive credit unions, moved into a brand-new, seven-storey headquarters. The main challenge was to implement a system that is easy to manage and maintain, at the same time providing flexibility for future business requirements and cost-effectively managing ongoing accommodation changes within the building.

#### STRATEGY

With functionality, price, performance and long-term cable management as the benchmarks, the ADC KRONE HighBand® 25 solution was the clear choice for Australian Central.

#### RESULTS

The system is now higher performing, easier to manage and more scalable. Scalability is important as Australian Central plans to expand to other floors, requiring additional capacity. The organisation has much better control of the cabling environment and can see how all devices are connected to the network. They can also keep track of PC connectivity, centralise specialist services like Power-over-Ethernet devices and expand in an organised fashion. The centralised design has simplified service delivery to some of Australian Central's partners.



Dale Leno, Hansen Technologies,  
using the patch-by-exception functionality.

Australian Central is one of the nation's most progressive credit unions. Its services include savings and investment accounts, credit cards, home and personal lending, insurance and wealth management. With more than 210,000 members, 21 branches throughout regional and metropolitan South Australia and Northern Territory and an advice centre in Western Australia, Australian Central has more than A\$2.8 billion in assets and funds under management and advice.

### Migrating offers opportunity for a centralised structured cabling standard

In March 2006 Australian Central moved into its brand-new, seven-storey headquarters in the Adelaide CBD. The state-of-the-art building is energy-efficient, uses environmentally friendly materials and sets a high standard in architectural and urban design.

Managing the IT migration to the new building was a huge task, but it gave the organisation a chance to implement a centralised structured cabling standard. This was important, as Australian Central wanted to reduce the IT footprint in the new building, better utilise expensive switching infrastructure and reduce ongoing management overheads, including documentation updating.

"The main challenge for us was to implement a system that is easy to manage and maintain, at the same time providing flexibility for future business requirements," explains Angela Tan, Manager Customer Service, Australian Central. "We needed to make sure that technology staff would not have to spend too much time

maintaining the system and implementing complex changes, distracting them from the important task of providing services to their internal customers. In addition, we needed a cost effective way to manage ongoing accommodation changes within the building"

### Functionality, price, performance are key

The team engaged a specialist ICT consultant to assist in fitting out the new site. Together they spent eight weeks reviewing a number of different cabling solutions including ADC KRONE's HighBand® 25 solution. With functionality, price, performance and long-term cable management as the benchmarks, the ADC KRONE HighBand 25 solution was the clear choice for Australian Central.

ADC KRONE's HighBand 25 cross-connect solution allows for maximum network throughput beyond one Gigabit and provides efficiency, guaranteed performance and appealing aesthetics. Comprised of high performance disconnection modules, user-friendly cable management and innovative anti-snag patch cords, HighBand 25 offers materials, installation and operational cost savings. There are no patch cords or jumper cables visible to the front and the system is completely hard wired, providing a secure, reliable high-performance infrastructure.

"The HighBand 25 solution was perfect for us because it provided superior cable management functionality and documentation control via Patch-by-Exception," says Angela.

### Smooth migration to ADC KRONE's HighBand® 25

Australian Central's IT team worked closely with the building architect, service consultants, the specialist ICT consultant and the implementation partner to ensure a trouble-free installation and painless migration to the new building. Just 12 months after first investigating cabling solutions, Australian Central and its IT partners completed the installation process.

"Our implementation partner, Diverse Data Communications, was very capable and an invaluable part of the project team. Their expertise and approach to the project enhanced



Joe Phillips, Diverse Data Communications and Michael Small, Hansen Technologies, review the front and back end of the system.

the outcome significantly for Australian Central," says Angela. "The migration to the HighBand® 25 solution was very straightforward and the ease of ongoing expansion and support from Diverse Data Communications has confirmed our original decision."

### Higher performing system provides unexpected benefits

Since implementing the ADC KRONE HighBand 25 solution, Australian Central has found the system to be higher performing, easier to manage and more scalable. Scalability is important as Australian Central plans to expand to other floors, requiring additional capacity.

According to Angela, the results were exactly what Australian Central expected and the benefits have been immediate. "We have much better control of the cabling environment now – we can finally see how all devices are connected to the

network. We can keep track of PC connectivity, centralise specialist services like Power-over-Ethernet devices and expand in an organised fashion," she says.

There have also been some unexpected benefits. The centralised design has simplified service delivery to some of Australian Central's partners.

"Both our staff and our partner Hansen Technologies see the installation of the ADC KRONE HighBand 25 solution as a development of their skills," explains Angela. "Learning about the system that is the industry's best practice and superior in nature has created a sense of pride for these people and has also significantly reduced the stress involved in managing the network. The solution has been reliable and easy to use from the start, and we are not expecting any issues in the future."

### More expansion planned

Australian Central plans to continue expanding throughout the new building and ADC KRONE's HighBand 25 solution will be an integral part of that expansion. Providing additional capacity as required will be made far easier by HighBand 25's Patch-by-Exception functionality and the solution's small footprint and neat appearance are a perfect match for Australian Central's state-of-the-art headquarters.

"Choosing ADC KRONE's HighBand 25 solution has allowed us to future proof our network and positioned the IT team to easily accommodate business requirements as they arise," concludes Angela.



Left to right: John McEwen, ADC KRONE, Dale Leno, Hansen Technologies, Joe Phillips, Diverse Data Communications and Angela Tan, Australian Central.

CASE STUDY



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