



Bendigo Bank ADC KRONE . . . a solution you can bank on

CASE STUDY

Bendigo Bank, Australia's most successful community banking organisation, recently undertook a major cable upgrade.

The Bank had its origins on the Bendigo goldfield in 1858 when the settlement was little more than thousands of makeshift tents and humpies clustered along the gold-bearing gullies. Disturbed by the temporary and unsightly nature of these dwellings, a group of prominent citizens banded together to foster a sense of civic pride by providing finance for miners wishing to own their own homes. Thus was born the Bendigo Permanent Land and Building Society.

As Bendigo prospered, so did its building society, declaring a profit in each year of its operation, even through the crises of the 1890s and 1930s Depressions.

The Bendigo Bank Group now operates more than 260 branches across Australia, with a concentration in Victoria and Queensland. Bendigo Bank boasts total assets under management in excess of \$12 billion and is listed on the Australian Stock Exchange with more than 43,000 shareholders. It is the only Australian bank headquartered outside a capital city.

In 2003, as part of a major refurbishment project to accommodate the growing needs of their Fountain Court Head Office, Bendigo Bank was looking to upgrade their current communications infrastructure.



Bendigo Bank's Peter Burgess and Denis Kelly inspect the new system with ADC KRONE's Murray Dickson

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Denis Kelly, Bendigo Bank's IT Infrastructure Support stated "We were looking to upgrade our current system to deal with existing needs as well as possible future projections. The ADC KRONE HighBand® 25 solution provided the capabilities we required including Gigabit performance, VoIP ready and controlled patching."

As a result of the planned upgrade, the installation of a new structured cabling system was required to deliver the voice and data services for the Fountain Court premises. IPP Consulting Pty Ltd were commissioned to help prepare the cabling specifications for the installation in conjunction with Bendigo Bank's IT Department and ADC KRONE representatives.

Using a tender process, Bendigo Bank selected ADC KRONE Endorsed Installer Bell Technology Services Pty Ltd to undertake the cabling component of the project.

As part of the contract Bell Technology Services were responsible for the supply,

delivery, installation, commissioning, testing, placing into service and maintenance of the telecommunications cabling services installation.

The cable installation commenced in late June 2003 and comprised of approximately 680 outlets. As existing workstations were removed and new hardware installed, Bells Technology Services followed closely behind to fit off the cabling. In most instances, this part of the project was carried out after hours in order to lessen any interruption to the daily operations.

Project works included modifications to the building distributor to cater for new voice backbone cables, voice backbone cabling, floor distributor, telecommunication outlets, optical fibre backbone cabling, horizontal voice and data cabling, patch cords and flyleads, equipment racks, cable trays and support systems, removal of all redundant cabling, undertake patching (hard wired as Patch-by-Exception solution) of voice and data services at the floor distributor and the building distributor, jumpering at

PABX TPF, installation of data flyleads at the telecommunications outlets, all additional penetrations through core structure and associated fire stopping, testing, commissioning and preventative maintenance of the complete telecommunications cabling system, and certification of telecommunications cabling system.

Denis Kelly stated “A thorough pre-planning process was essential for a project of this size. We divided the upgrade into three manageable stages in an effort to streamline installation and minimise disruption to staff workflow and productivity.”

Bell Technology Services will continue to provide ongoing support for the new Bendigo Bank system by visiting the site at month four, eight and twelve to remove any Patch-by-Exception patching undertaken and replace with hard wired patching (including updating record books).

To ensure the best possible return on investment, Bendigo Bank insisted on a system performance

warranty period of 20 years from practical completion. All workmanship and materials were also required to be guaranteed for the same duration of time. This included the complete telecommunications cabling installation against faulty installation workmanship, manufacturer faulty materials and failure of materials, with replacement of faulty equipment at no cost.

Bendigo Bank has been extremely happy to date with the ADC KRONE product’s performance, appearance and support. Mr Kelly stated that Bendigo Bank had been particularly impressed by the neat, manageable, practical system provided by the HighBand® 25 solution.

Bendigo Bank have a wide network of offices and branches throughout Australia and are now looking at the pair managed HighBand 25 product for a new building on the Docklands Melbourne site as well as the possible upgrade of their Regional Office in Ipswich Queensland.



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KRONE



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