



## Westpac banks on CopperTen

### Bank migrates to a new centralised location

## CASE STUDY

#### CHALLENGE

The Bank planned to consolidate multiple operational business units into one, brand new building because the old infrastructure had begun to require tactical remedial work rather than strategic forward planning. The Bank wanted to create an infrastructure that could expand to meet the business's needs without incurring high additional upgrade costs.

#### STRATEGY

The Bank chose ADC KRONE's TrueNet CopperTen Patch-by-Exception solution based on Category 6<sub>A</sub> cabling, to ensure the Bank's current and future needs would be met. The Category 6<sub>A</sub> cabling was important because the Bank did not want to upgrade the cabling once it was installed.

#### RESULTS

The migration was smooth and successful. The infrastructure worked properly straight away and provided flexibility for changes, a world class infrastructure and the knowledge that it will continue to deliver for at least a dozen years. Importantly, it also provides accurate and updated documentation. The business is now positioned to deliver infrastructure capacity as business applications evolve over the coming years. The solution's flexibility enables on-the-go changes at minimal expense.

## CUSTOMER PROFILE

**Westpac New Zealand**

- Established in 1861, Westpac New Zealand is one of the country's largest full service banks.
- It has 1.3 million customers, more than 6,000 staff, 196 branches and 500 ATMs.
- Westpac NZ is the banker of the New Zealand government.

**Strategic planning, not tactical remediation**

Westpac has grown organically with seven corporate buildings throughout the Auckland region, resulting in a complex and aging infrastructure. The Bank decided it was time to move all staff to a modern, centralised location. The task of consolidating seven buildings into one is planned to take place in phases over three years.

"In respect to our IT platform we needed to move because it had come to a point where we would soon be spending all our time on continuous tactical remedial work, as opposed to developing a strategic solution for the next 15 years," explained David Misselbrook, Project Unity, BTSS, Westpac NZ. "The business objective was to consolidate multiple operational business units such as the call centre, banking operations and credit card operations to the brand new Britomart complex in downtown Auckland."

Moving to a new building would give the team an opportunity to create an infrastructure that could expand to meet the business's needs without incurring future upgrade costs.

"Our IT infrastructure goals included consolidating computer rooms and servers, and providing a strategic cabling solution that would grow as our business grows," explained David. "We envisaged that bringing together multiple teams into one building would simplify infrastructure management and make it easier to prevent unauthorised changes."

David Misselbrook (Westpac NZ) and Mike Duffy (ITC) examine the new cabinet

**Right from the start**

The Bank had an existing relationship with ADC KRONE, using ADC KRONE products for all corporate and branch buildings.

"The business relationship is strong on two fronts: firstly, the reliability of the product; and secondly, the support we receive from ADC KRONE and their service providers. As a consequence, we didn't seek solutions from other suppliers because we knew ADC KRONE would have the right solution for us," said David.

"However, we still went through a formal Request for Proposal process for the installation and ongoing maintenance of the solution. The three main factors were cost, having a supplier that



could demonstrate flexibility and have a clear understanding of our business requirements. This process took approximately four weeks.”

The Bank chose ADC KRONE’s TrueNet CopperTen Patch-by-Exception solution using Category 6<sub>A</sub> cabling because it would allow them to take advantage of future applications without a wholesale upgrade of the building’s cabling.

“We had one opportunity to strategically future-proof the building for the medium- to long-term and we took it,” said David. “The solution is under-utilised at the moment because our existing switches and applications do not exploit the throughput capacity offered by the Category 6<sub>A</sub> cabling solution. It was most important to get the cabling right from the start. Over time it is cost effective and necessary to replace core infrastructure as part of existing technology refresh programmes, but a business case to upgrade cabling throughout the building would probably not fly.”

### Commitment to the environment

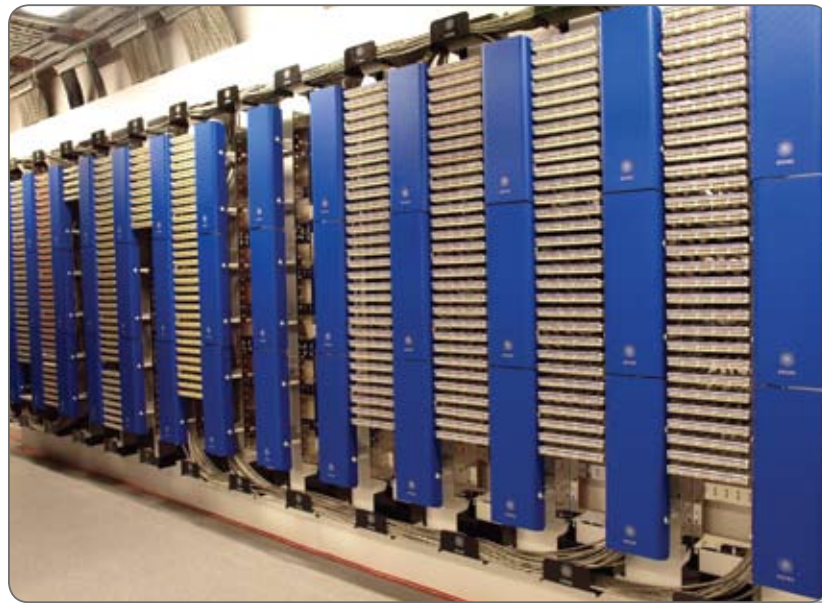
“A secondary – but still important – concern was that this new building has a four-star green building rating. To maintain our corporate and social responsibility, we didn’t want to replace 100 kilometres’ worth of cabling in a few years, because we’d also have to dispose of the old cabling. It was better to install the correct cabling to begin with,” said David.

The Bank also chose ADC KRONE’s FL2000 fibre frames and FiberGuide® management in the data centre. The economical and flexible FL2000 system offers termination, splice and storage for in-building cables, outside plant cables and fibre optic terminal equipment patch cords. The racks are hinged on one side, allowing full front access to the rear of the front plate and interior of the panel. ADC KRONE’s patented removable angled retainers allow easy access for single fibre maintenance.

FiberGuide is a raceway system designed to protect and route fibre optic patch cords, multi-fibre cable assemblies and intrafacility fibre cable to and from fibre splice enclosures, fibre distribution frames and fibre optic terminal devices. The tool-less SnapFit junctions, cover options and plenum Express Exit drops significantly reduce installation time.

These fibre management systems will also help make future expansion easier when the second building is built. Equally importantly, FiberGuide was designed to support environmental efficiency, helping the Bank maintain its commitment to green solutions. Because fibre is raised into overhead raceways, more airflow is allowed through floor panels. This unrestricted airflow

Below left: FL2000 in-rack arrangement with vertical cable management  
Below right: The new solution has over 2000 Patch-by-Exception ports



CASE STUDY

requires less power for cooling efforts. Clearly defined cable routing paths keep cables organised, so they use less space and do not become tangled, which would restrict airflow.

### Strong teamwork

18 months after the ADC KRONE solution was selected, the seven-storey building was complete and the migration of 650 staff went off without a hitch. A second, adjoining building is now under construction, which will hold an additional 800 staff.

The implementation went well thanks to a strong combination of the construction team, installation team and project manager, according to David.

“The key was selecting an installer who was a true business partner,” he said. “IT Coordinating Service Ltd (ITC Ltd) was fantastic. As the building evolved, meeting room idiosyncrasies were highlighted, along with the location of specific business units. ITC Ltd was adaptable and maintained tight time frames whilst maintaining budget guidelines. They also created a great working rapport with audio visual specialists and electricians, ensuring others were never delayed in their roles, which everyone appreciated. They even created wall pathways for other suppliers!

“Even after the main contractor left the site, they remained responsive in activating and moving outlets in a very timely manner. The staff provided excellent management reports, so overall we were very happy with the installation process,” he said.

### Benefits in the Bank

The project goal of migrating multiple buildings and business units into a centralised building was an outstanding success. This, according to David, was partly because the building was completed ahead of schedule, migrations occurred on



Mike Duffy lays the horizontal cable in the FiberGuide cable management system

planned dates and there was no negative business impact.

“A key outcome of this successful project was installing a communications infrastructure that worked as designed, providing a flexible environment for future changes, a world class infrastructure and the knowledge that it will continue to deliver for at least twelve years. Importantly, it also delivered accurate and updated documentation,” said David. “Cabling is like electricity: as long as it’s there, no one compliments it. We are now positioned to deliver infrastructure capacity as business applications evolve over the coming years, which is exactly what we had planned to do”

In addition to achieving the planned project goals, Westpac has noticed some unexpected benefits thanks to the CopperTen system.

“The solution is so flexible that we’ve been able to accommodate additional business requirements post completion,” explained David. “For example, our training suites required additional configurations to meet the requirements of Westpac’s trainers. The solution enabled us to modify the configuration at minimal expense.”



#### [www.adckrone.com/au](http://www.adckrone.com/au)

AUSTRALIA 2 Hereford Street, Berkeley Vale NSW 2261  
Mailing Address: PO Box 335, Wyong NSW 2259, Australia  
Sales Support: 1800 801 298

#### [www.adckrone.com/nz](http://www.adckrone.com/nz)

NEW ZEALAND 2 Nevis Street, Petone, Wellington  
Mailing Address: PO Box 38-177, Wellington Mail Centre 6008, New Zealand  
Sales Support: 0800 657 663

ADC Telecommunications, Inc., P.O. Box 1101, Minneapolis, Minnesota USA 55440-1101  
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