

Transurban engages Logicalis to manage global WAN

Transurban Group is an international toll road developer and manager with assets in Australia and North America. Transurban manages five out of Sydney's nine motorways, including the Hills M2, Eastern Distributor and M5 Motorway and CityLink in Melbourne. In the US, Transurban manages the Pocahontas Parkway in Richmond, Virginia and is constructing High Occupancy Toll lanes on the Capital Beltway in Washington, DC. The company employs 700 people in ten offices in Sydney, Melbourne and the US

Challenge

Transurban was using a legacy Uecom WAN network, which did not have redundancy and was complex to manage, with even small changes requiring hours of work by network engineers.

With the company's rapid expansion domestically and internationally, an inefficient, ageing network was becoming a major challenge to maintain and manage.

The network is an integral part of Transurban's business so if it was to fail, toll roads would not be able to capture customer data for billing, potentially resulting in lost revenue. Headquartered in Melbourne, Transurban's Australian network also services its US offices, managing mail deliveries, applications and data.

Therefore, Transurban sought a strategic partner to provide a technical solution that matched its growing IT needs.

The challenge for the partner was to streamline and simplify Transurban's network, while ensuring a smooth transition during deployment.

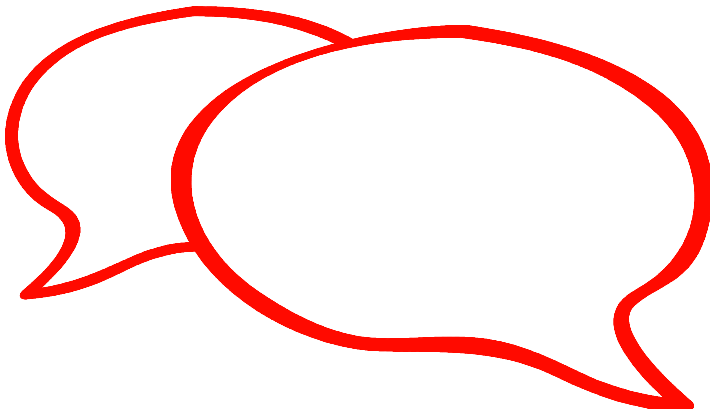
Solution

Transurban's initial project with Logicalis was to engage the networking specialist to verify a third-party proposed WAN solution, from a technical and feasibility perspective.

Stemming from the success of this project, Transurban engaged Logicalis to redesign and develop its entire LAN and WAN infrastructure.

Daniel Sharkey, Infrastructure Partner Manager, Transurban, said, "We were very impressed with Logicalis' proposal and capabilities. Having worked with Logicalis on the WAN feasibility project, we were confident with Logicalis' ability to manage the redesign and development of our new network.

"The aim of the upgrade was to increase network performance and productivity between all ten sites in Australia and the US. We needed a partner who could manage the difficult process of engaging a



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telecommunications provider in the US while keeping the project on time and on budget.”

The project cost around \$1 million and was completed successfully after a 12-month network redesign and implementation. Logicalis now manages the IP WAN network for Transurban’s Australian and US offices and maintains 80 network devices around Australia. The network redesign included:

- Four Cisco 6500 series routers located in Victoria
- Four Cisco 4500 series routers located in Victoria
- 15 Cisco 2800 series routers located in Australia and the US
- 30 Cisco 3750 switches located in Australia and the US

Benefits

“Since the changeover to the Logicalis network, we have seen significant increases in network performance and much less down time,” said Sharkey. “Our internal stakeholders are extremely pleased as the network upgrade has allowed us to implement new Microsoft Exchange, file and print servers. These give us better processing times, which would not have been possible on the previous network.

“We have experienced significantly less down time with the Logicalis network and reduced our network operation and management costs.

“With Logicalis as a partner we know that potential network issues will be quickly identified and addressed, minimising any downtime or customer impact. This confidence in our network partner allows us to continually commit to high levels of customer service to both our internal and external customers.

“The Logicalis team proved itself to be extremely accommodating, knowledgeable and helpful during the tricky negotiation process with the US carrier. Logicalis more than met our expectations and as a result we are now looking at further network upgrades to increase traffic and capacity to our US offices.”

“Now that the network upgrade is complete, we are looking to maximise the 30 Cisco 3750 edge-WAN devices we have installed globally, expanding our VoIP and wireless capabilities with the enhanced routing features on these devices.

“Working closely with Logicalis, we will be growing our business using WAN acceleration, allowing more consistent and faster access to shared files and resources from any office around the world. With WAN acceleration our business can do more with our network, without putting additional strain on our infrastructure.”