

Technology:

Cisco Unified
Communications Manager

Cisco Jabber for Windows

Cisco IM and Presence

Cisco Unity Connection

Cisco WebEx Meetings
Server (CWMS)

Cisco TelePresence

Cisco Unified Border
Element (CUBE)

Cisco Prime Collaboration

Cisco Expressway Series

Telstra SIP Connect Services

Call Accounting Solution

Cisco UCS C-Series

VMware ESXi

Plantronics Headsets

Plantronics Manager Pro



CISCO COLLABORATION SOLUTION PRODUCES FLOW-ON BENEFITS FOR MURPHY PIPE & CIVIL

Background:

Murphy Pipe & Civil (MPC) is a leading Australian construction company that provides innovative pipeline solutions to the energy, water and mining sectors.

MPC's workforce of more than 1,000 employees is made up of highly skilled engineers, plant operators and management experts who have extensive experience in implementing large-scale pipeline construction projects.

The Challenge:

As a growing construction company with aspirations of overseas expansion, the lack of an effective communications platform at MPC was a situation that required urgent attention.

The reliance on mobile phone usage across multiple sites throughout Australia was contributing to soaring telephony costs, whilst unreliable call connection and poor collaboration technology was affecting business productivity and performance.

As a result, MPC sought a new, company-wide unified communications solution. Importantly, this solution needed to facilitate improved business efficiency and user and customer experience, as well as allow for future growth through flexibility and scalability.

The Solution:

After a comprehensive tender process, MPC selected Data#3 and Telstra to work as partners on the project. Data#3 was responsible for the design and deployment of a Cisco collaboration platform across all MPC sites, whilst Telstra provided the WAN and SIP services.

The objective was to consolidate the existing disparate telephony systems into seamless communication platform through the adoption of a single, organisation-wide collaboration architecture.

This enabled MPC staff to communicate and collaborate more easily, which in turn helped improve productivity, efficiency and cost effectiveness.

Features of the new solution included:

- Video-enabled Cisco handsets powered by Cisco Jabber desktop technology.
- Jabber mobile clients for anywhere-anytime IM, Presence, Voice and Video communication.

“We now have the platform we need to cater to an increasingly mobile workforce, as well as to expand to different sites within Australia and overseas.”

Brian Carroll, Group Manager,
IS&T, Murphy Pipe & Civil

- TelePresence Video endpoints for multi-purpose meeting rooms coupled with Cisco's Collaboration Edge architecture for standards-based B2B collaboration.
- Cisco WebEx Meetings Server (CWMS) for seamless internal, customer and supplier engagement using voice, video and application sharing across any browser-enabled device.
- Telstra SIP Connect Services with Direct in Dial (DID) numbers to provide low cost, highly resilient national voice services.
- A distributed datacentre design combined with Cisco and VMware application intelligence to ensure business continuity.
- A TAB CAAB XL call services for accounting and billing.

The Outcome:

With a seamless transition from the old telephony system to the new Cisco collaboration solution, MPC is now reaping the benefits of a secure, streamlined and consolidated communications platform.

Through integrated technology such as Jabber, employees can now collaborate with each other and share information more easily, regardless of the device they're using, or where they're located.

Executives are actively using Cisco WebEx for meetings and conferences, whilst project teams can update key stakeholders in real time via high quality video calls.

The result is vastly improved productivity and efficiency across the business, in addition to the scalability and flexibility needed to meet changing market demands and growth objectives. "The new unified communications platform has significantly improved user experience within our organisation," says Brian Carroll, Group Manager IS&T, Murphy Pipe & Civil.

"Not only has it changed the way we connect, communicate and collaborate internally, it has also enhanced the way we conduct business with our customers and partners."

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