

Case Study

# State Emergency Services Agency

## A complete refresh of an end-of-life communications network

### Overview

Communications is at the core of providing round-the-clock safety and support services to communities across Australia.

NEC recently led a complete refresh of a key emergency service agency's outdated and end-of-life communications network equipment including the customer's wide area network (WAN) and local area network (LAN), as part of NEC's Network-as-a-service offering. In addition, NEC delivered Unified communications capacity and IP Telephony to around 220 locations.

NEC formulated a staged approach which would drive greater efficiency throughout the project. We worked closely with customers to diminish interruptions and impact to their workforce as the transition of services progressed. Throughout the project NEC coordinated various partners to visit and assess sites, deliver and instal equipment and manage introduction of new services.

### Customer

- State Emergency Services Agency

### Industry

- Emergency Services / Law Enforcement

### Challenges

- End-of-life communications network
- Reduced productivity and efficiency
- Accessibility, cost and safety issues

### Solution / Services

- Project Mgt and Professional Services
- Unified Communications and IP Telephony
- Managed Network Services

### Results

- Increased bandwidth across entire network
- Greater employee efficiency
- Increased level of safety for citizens
- OH&S benefits for employees



# The project has provided enormous benefits to the public safety of citizens

## Challenges and Solutions

To minimise the impact of COVID-19 shutdowns on delivery timelines throughout the project, NEC split the rollout so we could continue with the Network transition and return to complete the necessary telephony transition once the impact to our telco partner's operations had been alleviated.

Challenges arose when several sites meant for upgrade in regional and remote areas included indigenous communities, making it difficult to access the sites due to safety measures mandated by the Government to prevent the spread of COVID-19. Additionally, accessibility, cost and safety issues threatened access to remote areas which required a clear, safe and cost-effective approach to ensure work could be carried out.

To help reduce time and cost, NEC sought to minimise the number of visits to each of the customer's sites. This mitigated disruption to everyday operations and reduced time, travel and other related costs incurred for visits to remote locations. We also reduced transition costs by reusing existing equipment (where possible and appropriate) so that equipment did not need to be shipped to site and installed.

## Results

The transition project concluded in March 2021 with all sites now operating under the service offering.

For the first time, the new infrastructure is delivering increased bandwidth to our customer across its entire network and greatly minimised the amount of time that employees from various locations need to be on the road, and not performing their regular duties in local communities.

The project has provided enormous benefits to the public safety of citizens by allowing employees to spend more time tending to call outs and being present in the community. Other economic benefits include reduced wear and tear on vehicles, reduced fuel consumption and the OHS benefits of removing the need for employees to transit extra hours between sites.

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