



ABOVE: (Left to Right) Bruce Duyshart and Lindsay Byron, Lend Lease, and Paul Wilkinson, Dimension Data.

IT EFFICIENCIES AT THE BOND

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→ **ON MONDAY, 29 MARCH 2004, LEND LEASE STAFF MOVED INTO THEIR NEW HEAD OFFICE** in Millers Point, with the expectation that they would immediately have access to all their normal office resources, including systems, applications and communications. There were a number of new and exciting technologies to discover when they walked into their workspaces at "The Bond", all of which have contributed towards the five-star energy rating for Lend Lease's new office building.

CRT screens had been replaced with flat panel monitors, and printers, faxes and photocopiers thrown out in favour of all-in-one or "multifunction" devices. The most cutting-edge technologies, however, are the IP telephones - 950 handsets in all - and wireless networking throughout the building. Systems integrator, Dimension Data Australia, completed the planning, design and implementation for these new services during a 10-month construction project.

Cisco Systems IP telephony replaces the PABX systems at Lend Lease with telephony services running over the data network. As both telephone and computer run on the single connection, IP telephony simplifies the management of communications systems, and also reduces the cabling and termination requirements for the office, therefore reducing materials used in construction, and installation labour. The cost savings on cabling at The Bond have been estimated at 30 percent.

Dimension Data has also installed Cisco wireless networking throughout The Bond. This is in tune with Lend Lease's mobile and flexible work practices, allowing staff connectivity throughout the office, without the need to provide spare network sockets everywhere. Wireless coverage also extends into the public areas, such as the cafe, ideal for staff meetings and working lunches.

In keeping with the flexibility of Lend Lease's work practices, Dimension Data has rolled out one of Australia's largest Cisco IP telephony installations integrated with Microsoft Active Directory. Active Directory stores Lend Lease's staff user information, and provides users with access to network resources, applications and the telephony systems. If a user needs to move to another desk or work area, they can input their extension number in the nearest phone and be reached instantly on that phone by internal and external callers.

Staff members also have access to a voicemail system that can be integrated with Lotus Notes to allow users to pick up email messages and synchronise their calendars with their voicemail system, so that callers can be told, "John Smith is in a meeting until 2:30. Please leave a message after the tone, or call back later."

New users can be quickly and easily provided with extension numbers, with this information quickly propagated throughout the network via Active Directory. The integration of staff identity and the telephone system will also allow future user-based applications to be built into the phones. Lend Lease is assessing future applications that can be built on top of the phone system to assist staff productivity.

Already, the Cisco handsets provide one really popular end user application: a live feed from Sydney's Observatory Hill so that every phone shows the temperature outside - great to know what you need to put on before you go out to lunch!

The project was a testament to the skill and dedication of the team, consisting of account management, project management, consulting and engineering resources from Dimension Data. The Lend Lease development is also a great working example of Dimension Data's IP Telephony methodology put to extensive use for project success.

With the work being undertaken in conjunction with site construction, not only did Didata staff have to comply with strict OH&S requirements and work in line with construction industry practices, they also often had to re-prioritise tasks based on other projects and fit outs going on around them.

Didata's lead consultant on the project, Paul Wilkinson, said that it has been a really rewarding experience.

"Over the past 10 months, we have had the opportunity to build a truly converged network, starting with a clean slate which allowed us to apply best practice design principles. It was a real challenge to work in line with, and as part of, a much bigger construction team. It made us really appreciate the effort that goes into producing a building of this scale and scope."

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