



Farnborough Projects Limited

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Case Study – High Availability WAN Retail Banking

Upgrading a WAN in a limited time and with no disruption to the users.

A programme initiated to review a businesses corporate Wide Area Network (WAN) infrastructure highlighted that there were a number of single points of failure across the enterprise. Farnborough Projects were appointed to Programme Manage the resultant WAN upgrade.

Key to the success of the upgrade was that no user should be impacted by any change in their existing service or any degradation of service whilst the work was in progress. The customer also set a “drop dead” date on the completion of the programme and the timescale was tight. This date was key to them rolling out new functionality across the business and to their customers.

As a retail bank, the WAN handled a multitude of traffic including the Internet Bank, ATM transactions, internal traffic as well as the day to day transactions from thousands of branches needing full availability.

Our role

Farnborough Projects worked with the customer’s design team to review the risks and measures that would need to be put in place to upgrade the WAN without any down time. A design was produced that allowed the WAN to remain operational using alternate routing whilst the new equipment was put in place and tested. A plan was then initiated to migrate the WAN in a phased approach. At each step gateways providing go/no go decisions were instigated to ensure that the equipment, team and regression processes were in place prior to cutting over that phase. Work was undertaken at low traffic times and where there was least risk to customers should the alternate route become unavailable.

Working with the customer and supplier’s teams, Farnborough Projects managed the project to a successful conclusion without any loss of services. The work included voice and data traffic and extra fibre and cabling infrastructure, networking equipment and software. All work had to be fully coordinated to ensure that it was choreographed ensuring that when teams arrived on site, all equipment, infrastructure and back up and emergency procedures were available.

The only comments received were that a number of users commented that they felt that their applications had speeded up. That was an unexpected but welcome outcome to an enjoyable and successful programme. The bank were now clear to upgrade their Internet Bank offering and to be assured that the infrastructure on which it would run would be highly available and resilient to failure.

About Farnborough Projects Limited

Farnborough Projects Limited is a privately owned Project and Programme Management company specialising in Project and Programme Management in the Finance (Retail and Investment), Telco, Logistics and Insurance markets. With in excess of 25 years experience in managing projects, using project tools and project and programme recovery, Farnborough Projects Limited experience is helping project teams and customers improve the way they deliver, track and plan business change.

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