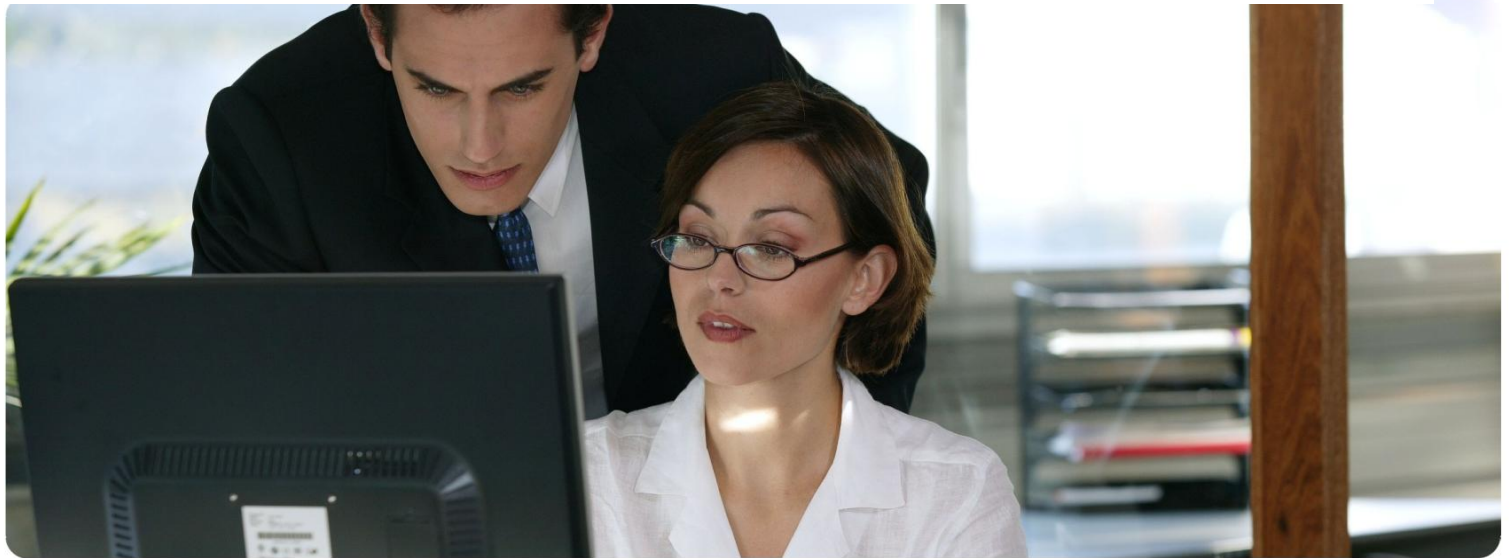


Telindus *Professional Services*

Case Study: World Class ICT Consultancy



ICT for a unique living experience

Telindus were engaged by a world renowned design and engineering consultancy, part of a consortium providing engineering design services for 'The World' project based off-shore in Dubai, UAE.

Initially, Telindus consultants were tasked with providing comment into the functional specification requirements document for ICT to service the island communities representing 2 specific land masses of 'The World' project.

After providing some thought provoking questions and comments on the overall strategy and design, Telindus were then invited to meet the end client and to act as their ICT infrastructure consultancy partner for the ongoing development and design phases of the project.

Lifestyle networking

Telindus met with the developer to gain an appreciation of the environment and the number and type of end users that may be required to utilise ICT in their social or commercial environments. Telindus then created a 3-day workshop with the end client, their project management resources and the engineering teams to better understand the:

- Vision and aspirations for the development
- Key architectural challenges to the design and delivery of the infrastructure
- Operational management and support.

Telindus' approach to the workshop was to de-construct the ICT elements and spend time with the clients to assist in:

- Identification and development of business oriented services
- Identification of user groups and their requirements (e.g. residents, hotel guests, staff)
- Mapping of services versus technology requirements/capabilities.
- Design methodology to be implemented to support identified services.

This approach enabled Telindus to understand the constraints that the civil construction elements of the project would put upon an ICT infrastructure. A proposed design methodology was then put in place.

Converging on the future

Due to the success of this initial meeting, a project team and committee were created with relevant parties supplying personnel to ensure that ICT requirements would run as a parallel activity to other design aspects. Telindus, acting on behalf of the design consultancy, were a key contributor to this process ensuring that all aspects of ICT design, delivery and operational support were considered as the project progressed.

To meet all of the stated criteria, Telindus developed a network infrastructure to support all proposed and new services. The infrastructure was based around an IP network providing the capacity, capability and future scalability to support media rich applications on a fully converged voice, video and data network. Telindus focused on the design and development of a robust, resilient, secure network topology that would be able to meet the requirements of existing technologies, as well as be capable of supporting and delivering future enhancements to technology. This ensured that the operational management was simplified and that the integration of services from application vendors (e.g. marine traffic management systems) would be supported on a common IP-based infrastructure.

Designed for living

As part of the ICT project team, streams of parallel workshops were created to ensure that all considerations and issues were resolved in line with the other design disciplines. As part of the overall design phase of the project, all follow-up work was based around the three key design phases of the project, these being:

- Concept Design
- Preliminary Design
- Detailed Design.

At each phase of the design, Telindus were required to provide a design document identifying the key underlying applications and technologies to be implemented as part of the overall ICT infrastructure. Each element provided further granularity and clarified the overall design criteria, covering all aspects of a large scale ICT infrastructure programme of works. The design required dialogue with 3rd party vendors and suppliers of services to provide a complete solution for the end client.

Some of the disciplines involved in the overall design were:

- ▶ Physical Connectivity
- ▶ Network Design Topology
- ▶ Resilience and Redundancy
- ▶ Security
- ▶ Voice Services
- ▶ Data Centre Architecture
- ▶ Internal Building Requirements
- ▶ Outside World Connectivity
- ▶ Applications and Services
- ▶ Equipment Requirements
- ▶ Governance and Compliance.

Over the horizon...

The primary objective of the three design phases was to define the ICT infrastructure requirements in such a way as to enable the client to be able to create a series of procurement schedule packages. These packages were products and services to be bid for and supplied by interested parties. This was successfully completed, with sign off from all parties, and the project was ready to commence the procurement stage.

Of course, the economic recession that gripped the world late in 2008, reached UAE some 6 months after the UK & Europe, and currently development schedules in Dubai have stalled before procurements were successfully completed. However, Telindus ensured that the ICT definitions were future-proofed in terms of technologies and scheduling, and so will be completely re-useable as soon as economic recovery is achieved.

With the very high level of investment already made in 'The World' project, and thanks to Telindus consultants forward-thinking design skills, the consortium is confident that the project will be back on track shortly.

To see how Professional Services could help your organisation, please contact: -

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