

CASE STUDY

Network Transformation – Ghana

INDUSTRY

Global Retail and Commercial Bank

SIZE AND LOCATION

96 branches in Ghana

CLIENT REQUIREMENT

- Flexible and Scalable, terrestrial network based upon MPLS technology
- Low latency solution that would support subsequent deployments of banking platform and IPT
- Layered network structure comprising International and National WAN components
- Resilient and fault tolerant solution

BUSINESS CHALLENGE

The client has established a thriving and rapidly expanding commercial and retail banking business in Ghana consisting of 96 branches spread across the country and a large Headquarters building in Accra.

The existing business was supported by an IT infrastructure based around a dedicated VSAT link into each branch from the UK and a bespoke banking system optimized for satellite connectivity.

**The motivation for change was:**

- Expansion had increased the cost of the VSAT service while reducing its ability to meet requirements (Capped Bandwidth)
- Introduction of a Global Banking platform with more stringent latency and bandwidth requirements
- “in-sourcing” of the enterprises global network and standardization on MPLS
- Facilitating the deployment of new network services e.g. IPT.

THE ITPM SOLUTION: A three phased approach was adopted:

**Phase 1.** Leveraging existing supplier agreements to provide new services, fibre based international connectivity was established between Ghana and the clients data centers in UK and South Africa. This stage also included the introduction of a

routed campus LAN in the HQ due to that sites heavy demand for network services.

**Phase2.** Two new network operators were contracted to provide MPLS services connecting the branch network to the international capacity.

**Phase 3.** Upgrade of branch LAN infrastructure to the minimum standard required to support future services – including PoE

RESULTS



- In country service and equipment suppliers identified and contracted
- International network deployed using existing suppliers
- Improved network performance – leading to increased productivity for staff dependant upon global applications
- Improved network visibility and manageability
- Flexible solution which supports the clients aggressive growth strategy in Ghana

SERVICES

- Programme Management – Management of the full project lifecycle – including supplier selection.
- Engineering – Deployment and configuration of new network and migration of services