

Case Study

Denver Technology 

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Cisco IP Telephony Implementation Nido Petroleum Limited

Client Profile

Nido Petroleum Limited (Nido) is an oil & gas exploration, development and production company based in Perth, Western Australia.

Formed in 1999 when the *Sydney Oil Company Drilling Trust (SOCDET)* incorporated and changed its name, *Nido Petroleum Limited* has accumulated a world class portfolio of exploration acreage in the Philippines Palawan Basin, and is endeavouring to commercialise offshore oil resources previously considered sub-economic.

Operating from offices in Perth and Manila, Nido's assets in the Philippines are complemented by a number of non-core assets including interests in Encore Oil plc (*an upstream oil and gas company to whom Nido divested its interests in eight North Sea exploration blocks in October 2006*) and a significant holding in Cool Energy Limited (*a leading innovator in gas treatment technologies*).

For further information about Nido Petroleum Limited, please visit www.nido.com.au.

Business Situation

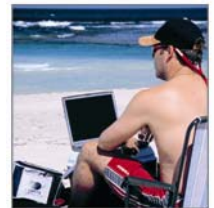
Nido required a reliable, cost-effective and future-proof telecommunications solution capable of growing with their organisation; thus a planned head office relocation from West Perth to Como provided the ideal opportunity to explore alternatives to Nido's key telephone system.

Recognising the potential to benefit from a convergence of their voice and data network infrastructure, Nido invited Denver Technology to propose an IP Telephony solution for the company's head office in Perth.

Challenge

Whilst open to the prospect of deriving benefits from the introduction of IP telephony, Nido harboured legitimate concerns as to the overall reliability and performance of the technology. Central to the success of this engagement therefore was the need to:

- Conclusively demonstrate the maturity of the proposed technology
(to secure approval for project implementation);
- Communicate the proposed solution's features and options, inclusive of any inherent trade-offs or compromises
(to ensure a shared understanding and common vision for better decision making);
- Provide proven and practical implementation advice in accordance with industry best practice and demonstrable experience
(to avoid common implementation pitfalls);
- Achieve buy-in from customer stakeholders
(to ensure that the implementation of the solution remained aligned with business needs);
- Include adequate provision for quality of service (QoS) in the design proposal
(to ensure the reliability and performance of Nido's network following convergence of voice and data); and
- Deliver seamless integration of voice and data services
(in accordance with customer expectations).



Solution

Following a review of Nido's IT infrastructure environment and an assessment of their telecommunications requirements, Denver proposed an out-of-the-box Cisco Call Manager Express solution capable of supporting up to 250 users.

Implementation of this IP Telephony Solution for Nido included:

- Client consulting;
- Configuration and testing of all hardware and software;
- Deployment;
- Provision of appropriate training;
- Commissioning of the solution; and
- Provision of support services.

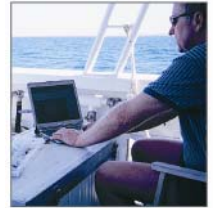
Benefits Achieved

The successful implementation of an IP Telephony Solution featuring Cisco Call Manager Express at Nido's Perth office has delivered a range of benefits, including:

- **Single cabling infrastructure for voice and data communications**
(i.e. reducing the cost and complexity of Nido's new head office fit-out)
- **Improved functionality, flexibility and ease-of-use**
(i.e. providing new and highly intuitive features for increased productivity, such as the ability to 'direct dial' contacts from within Microsoft Outlook via a mouse click)
- **Extensibility / future proofing**
(i.e. establishing an extensible telecommunications infrastructure capable of supporting future initiatives such as unified messaging, rich media conferencing and other IP communications services)

"We have come to expect quality solutions and excellent service from Denver Technology, and this project was no exception. By implementing a Cisco IP Telephony solution at our new Como premises, Denver has simultaneously delivered a reliable and cost-effective business communications framework, and positioned our organisation to take advantage of future innovations in voice and data infrastructure convergence."

Andrew Mattin
Senior Petroleum Engineer
Nido Petroleum Limited



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