

# CASE STUDY

## AXA Nationwide Local Area Network Upgrade

### CLIENT

- AXA Insurance



### SECTOR

- Insurance

### REQUIREMENT

- LAN Upgrade

### The Challenge

When AXA scheduled a nationwide upgrade of their Cisco switches, many sites required a Local Area Network (LAN) upgrade to accommodate the new switches. All sites were Business Critical so there could be no down time of the network and no one was to know the upgrade was taking place. In order to undertake this project all work was to occur out of hours.

### The Solution

Our RCDD and Project Manager put forward a Project Quality Plan in addition to a Health & Safety Method Statement and Risk Assessment. The Project Quality Plan included a Resource Plan for staff relocation during each phase, Communication Plan, timed Upgrade Procedure, Contingency Plan and Regression Plan. All of which needed to meet the approval of the AXA Risk Management Team.

All services were audited out of hours. The audit ensured a like for like swap-out of services and provided a backup of information for each mission critical service. Therefore should the LAN Upgrade time reach a critical point (possible incompleteness for that period of work), the regression plan could be put into practice.

There could be no room for error or disruption to services during the working week for any of the LAN upgrade sites. Voicepath's experience and extensive planning enabled our team of engineers to perform the LAN upgrade to clockwork precision.

### The Result

Planning and attention to detail paid off. Critical points were passed in twenty seven LAN upgrades without once needing to put a regression plan into action.

Initially, Voicepath was awarded seven LAN upgrades at one site. The professionalism and training of our workforce allowed us to achieve seamless LAN upgrades at Business Critical Sites with no downtime or impact on the business. We were very pleased with the results, as was AXA, who rewarded us with their remaining nationwide LAN upgrade contracts.

