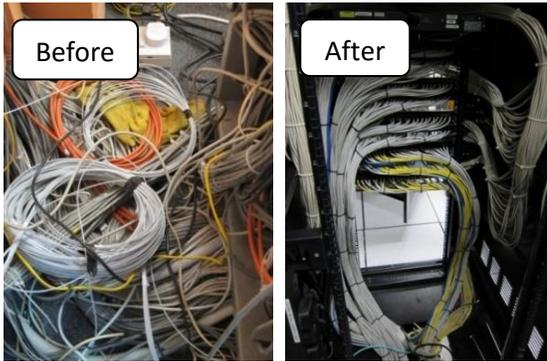


## TNS Middle East – I.T. Consultancy & Call Centre Migration

### THE PROJECT



TNS Middle East is an international market research company based in Dubai. When they were looking to move to a new Head Quarter building in Airport Way, Dubai they tasked FOSS with the critical project planning and implementation of the move.

### THE SOLUTION

FOSS was engaged to ensure a smooth transition of IT, Voice and Data systems. This involved a full IT audit of the existing facilities including a Panasonic phone system comprising 350+ extensions. Our RCDD personnel provided consultancy for the new Data Centre with improved and maximised space, security and ventilation systems. FOSS technical engineers pre-tested and physically relocated the servers, Ethernet network equipment and the PBX and call centre switch. The migration of services took place over a three day period with the key objective of 8 hour downtime for the critical IT services. The FOSS migration team worked in conjunction with the TNS IT personnel to ensure a smooth transition from the old location to the new building.

### THE RESULT

This project involved intensive pre-planning sessions with the client over a six week period to ensure the relocation was achieved within the given critical 3 day transition window. The open plan integrated modern office is now equipped with:

- Secure server room - the design of which will also accommodate future expansion with limited additional costs;
- Consolidated and upgraded PBX, capable of supporting PRI/ DPI functionality (totally documented solution);
- Fully interconnected server cabinets and network equipment to allow rapid deployment of new services;
- Structured cabling infrastructure to support efficient moves and changes.

### OVERVIEW

TNS is the world's largest Custom Market Research specialists. They provide quality marketing information delivered by Global Industry Sector expert consultants, innovative Market Research Expertise across the product life-cycle, in 80 countries. In 2008 TNS was acquired by WPP (the world's largest communications services group, employing 153,000 people working in 2,400 offices in 107 countries) and joined Kantar Group, which then became the world's second largest market research group.

### REQUIREMENTS

- Migration of critical servers, Panasonic PBX with 350+ extensions.
- 60 agent call centre, including predictive dialer and soft switch.
- Relocation of existing Etisalat Services - Voice and Data.
- PRI circuits to take advantage of new DDI functionality.
- Implementation of new UPS across all servers, Ethernet switches, routers and Etisalat O.L.T equipment.
- Design and Installation of new server room network connectivity

### SOLUTION

- Introduction of new telephone dial plan including Direct Dialing In.
- Introduction of voice mail to all users.
- Standards complaint server room infrastructure.
- Migration planning in conjunction with Etisalat.

### BENEFITS

- All critical services backed up with redundant power (UPS).
- New server room infrastructure with designed in expansion capacity.