Empowered by Innovation

NEC

South Australia Health Medical Research Institute

Customer
- South Australia Health Medical Research Institute

Industry
- Government

Challenges
- Transfer existing business-critical server fleet to new facility with minimum disruption
- Create new, full service infrastructure platform
- High availability and security

Solution
- NEC Managed Services

Results
- New customer established in new facility in four month project
- Resilient, flexible end-to-end platform
- Proven availability
- Secure connectivity to external research partners

Services
- Infrastructure-as-a-Service platform design and implementation
- Networking, telephone, video conferencing, audio visual, cloud, applications, security and identity management services

Hardware/Applications
- Hewlett-Packard networking and wireless gear
- Polycom telephone and video conferencing systems
- Microsoft ions

The Customer

Through collaboration and innovation, the South Australia Health Medical Research Institute (SAHMRI) produces ground-breaking health and medical discoveries. SAHMRI is fostering the independent work of 480 South Australian, interstate and international researchers. Their specialisations span cancer treatments; heart health; nutrition and metabolism; healthy mothers, babies and children; infection and immunity; mind and brain; and Aboriginal health.

This Australian centre of excellence, which opened in late 2013, is a $200 million Federal and State Government funded initiative. It is housed in an iconic, purpose-built 25,000 square metre building within the flourishing Health and Biomedical Precinct in Adelaide.

The Challenges

SAHMRI's complex ICT requirements encompassed a unique set of operating conditions. As a facility that is to grow in coming years to support the work of 600 researchers, it has vast computational and storage capacity, the availability and security of which is crucial to attracting world class research.

The selected service provider needed to establish a new infrastructure environment and maintain it to the highest standards. The platform pooled existing research servers from multiple sites and required the purchase and implementation of new networking and communications technologies to underpin the Institute's business structure.

SAHMRI's success depends greatly on its ability to facilitate collaboration among universities, research institutions and the government. Each of SA's three universities and CSIRO have research teams in the new building and the Institute also works closely with SA Health, SA Data Link and leading charities such as

NEC capabilities under the microscope in end-to-end IaaS platform for 600 health researchers

> "We're responsible for providing the latest technologies for our researchers to work productively and collaboratively around the clock. With the NEC IaaS, we have peace of mind that these goals for our ICT platform have been achieved."
>
> **- Paul Stephens, CIO,
> SA Health and Medical Research Institute**

the Cancer Council SA and Heart Foundation. Its ICT platform must provide secure connectivity to these external partners.

With the social value of the Institute's health discoveries and their commercial potential, data security is a primary concern.

Paul Stephens, the SA Health and Medical Research Institute's CIO, explained how crucial it was to find a reliable partner: "With large numbers of researchers working until the early hours of the morning, we required 24/7 IT availability. If an outage is longer than an hour, that's $20,000 of critical research money down the drain."

The Solution

In a highly competitive market engagement process, the Institute tested potential technology partners on their understanding of its purpose, ambitions and operating environment. It also stipulated that this service provider have a strong presence on the ground in Adelaide.

NEC ran an impressive workshop for SAHMRI where it demonstrated the fundamentals of its multi-vendor ICT proposal, illustrated its commitment to delivering the most competitive technology and, importantly, how it would meet the Institute's stipulations. It was judged the best value and most capable solution.

In a five year end-to-end ICT managed services contract, NEC now uses the breadth of its industry leading solutions and innovation across networking, telephone, video conferencing, audio visual, cloud, applications, security and identity management services. And it advised on the selection of new equipment, including networking and wireless gear from Hewlett-Packard and telephone and video conferencing systems from Polycom for the new location.

SAHMRI's seven person technology team provides level 1 support as "researchers tend to want to talk to someone face to face," Stephens said. His team escalates any deeper issues to NEC for resolution. From a technology perspective: "NEC pretty much runs everything for us," he said.

Results

NEC took its new customer into a completely new building and set up its unique ICT infrastructure with everything it needed to compete in the world of international research.

In a project that was completed within four months, Paul Stephens confirmed that NEC's service levels had been "exemplary" and "the team put together by NEC for the project was amazing".

As far as possible, flexibility has been designed into the environment – even the point-to-point video conferencing equipment is housed on special trolleys that can be moved between offices and laboratories as required.

In its first year of operation, NEC proved its capabilities and the complete Infrastructure-as-a-Service performed as promised.

"We're responsible for putting in place the latest technologies to allow our researchers to work around the clock. We have a culture that provides all researchers with a sense of belonging to SAHMRI while ensuring they don't lose connection to their home facilities. With the NEC IaaS, we have peace of mind that the goals for our ICT platform have been achieved."

For more information, visit au.nec.com, email emailus@nec.com.au or call 131 632

About NEC Australia. NEC Australia is a leading technology company, delivering a complete portfolio of ICT solutions and services to large enterprise, small business and government organisations. We deliver innovative solutions to help customers gain greater business value from their technology investments.

NEC Australia specialises in information and communications technology solutions and services in multi-vendor environments. Solutions and services include: IT applications and solutions development, unified communications, complex communications solutions, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

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