

Frasers Property

Partnering with ICT Networks for
Juniper expertise and support

Overview

The Australian platform of the global Frasers Property Limited encompasses Frasers Property Australia and Frasers Property Industrial. Together, these companies provide a complete range of innovative solutions across the property value chain. Our legacy as a leading multi-sector developer spans over 95 years in Australia and we have over 600 staff across our Australian businesses.

To drive new efficiencies and enhance the customer experience, Frasers Property's IT team decided to overhaul the company's legacy network and replace it with Juniper Networks' world leading solutions.

As an Elite Partner of Juniper Networks, ICT Networks was recommended to Frasers Property to augment their internal team's knowledge and skills, and provide ongoing networking support.

MOVING TO JUNIPER NETWORKS FOR SPEED AND SIMPLICITY

Grant Barnes, Network Engineer at Frasers Property, says the ability to make changes or upgrades to the network was crucial yet it was a capability they didn't have.

"Anytime we needed to make a change to the existing network, it would take 6 weeks. Now we can make a change in 20 seconds. It's exactly where we wanted to be from a networking perspective, and we knew Juniper Networks would help us get there."

Grant says the team chose Juniper due to their open standards and simplified operating system.

"We rebuilt our entire core network with all Virtual Private LAN Service (VPLS) links and now use Juniper products for routing and data switching, and are gearing up to rebuild our wireless network."

After the initial set up, Grant's team sought to partner with a local networking company with extensive expertise in Juniper's products.

"Our Juniper manager introduced us to ICT Networks because he thought we would be a good fit. He was right and we've been with ICT Networks ever since!"

PARTNERING WITH ICT NETWORKS FOR JUNIPER EXPERTISE AND SUPPORT

ICT Networks has since worked closely with Frasers Property to assist with networking changes, product procurement, and networking projects.

As developers working in the residential, retail, commercial and industrial markets, Frasers Property utilises advanced networking technology to ensure their developments are state of the art.

"Within our property developments, we are leveraging Juniper to deploy Mist Systems' Wireless Access Points so the buildings are enabled with the best in free public WiFi," says Grant.

"The technology is powered by AI and offers many benefits including greater control and easier troubleshooting. It's the same level of control we have over our network now, which is certainly important from an operational and customer experience standpoint."

Frasers Property is highly customer focussed, with a mission to deliver excellence for internal and external stakeholders including commercial operators, investors and home owners.

"Customers are at the heart of everything we do, and our Net Promotor Scores are improving year on year which is a big focus for us.

"We rely on ICT Networks to support us with a range of networking-related projects and the relationship works really well. If we don't have the in-house skills or experience I can reach out and say we need help and there's always someone who can help us."

"ICT Networks is very reliable because I know I can go to them and get it done. While other vendors can be a bit hit and miss, I've never had a miss with ICT Networks."

Grant Barnes - Network Engineer
at Frasers Property