# Smooth Network Transition

## Seamless Office Relocation and Network Upgrade with ICT Networks

# Overview

Catholic Schools NSW (CSNSW) is the governing body for Catholic schools in New South Wales, providing leadership and oversight and acting as a representative and advocate for Catholic education across the state. The organisation employs approximately 100 staff and supports 592 schools with 268,000 students.

In preparing to relocate CSNSW to a new premises, the organisation's IT team engaged ICT Networks to manage the transition of their network. This included an upgrade to Juniper Networks' Mist AI platform to provide robust wireless coverage with advanced networking capabilities, and a seamless user experience through the Juniper Mist interface.

### LEVERAGING A RELOCATION TO SOLVE LEGACY NETWORKING ISSUES

After outgrowing their previous location, CSNSW had secured a new office space in Angel Place in Sydney's CBD. In line with the relocation, the organisation's IT team knew that a smooth network transition was essential to ensure staff could continue supporting the organisation's many stakeholders without interruption.

Aaron Symes, Manager of IT Infrastructure and Cybersecurity at CSNSW, says it quickly became clear that the relocation was also going to be the perfect opportunity for an upgrade.

"Our strategy was to shift everything from on-premise to the cloud, which meant the network infrastructure at the new office had to be exceptional. Until that point, we didn't have enterprise grade WiFi and struggled a lot with wireless coverage and standards that could only support 2.4GHz.

"Especially after COVID, when everyone switched to laptops and needed mobility around the office, reliable and comprehensive WiFi coverage became essential."

As soon as ICT Networks introduced Juniper Networks' Mist AI platform, Aaron knew it would be an ideal solution and began discussions with ICT Networks around requirements.

"We had an existing relationship with ICT Networks and knew they could rise to the challenge, which they did. The plan was to equip the new office with enough access point (AP) density to handle 100% occupation, and deploy a high-performance AP model where we could get more bandwidth at faster speeds and with less interference.

"We needed to have control over how many VLANs were required, whether traffic needed to be segregated, and what different rules should be applied. We also wanted effortless AV which had been a real issue in the past, and we knew networking was a dependency for it.

"So, we started working with ICT Networks to orchestrate all of this and more, without actually being in the building yet. It was very important to us that we could move offices, maintain network availability so staff and stakeholders were not impacted, and ultimately deliver an upgraded environment where they would be empowered to do their best work."

## A SEAMLESS TRANSITION WITH NETWORKING DONE "TO PERFECTION"

ICT Networks was engaged to deliver the network migration and upgrade for CSNSW, which included all of the following:

- Simplify management of wireless and wired networks through a unified platform using Juniper Mist.
- Configure switch stacks for reliable, improved performance.
- Deploy and configure high-performance access points for optimal coverage.
- Onboard and train CSNSW staff to manage and operate the Juniper Mist platform.
- Create comprehensive documentation of the network setup for future reference.
- Provide dedicated support post-deployment.

"All of the switching and AP side was managed by ICT Networks to ensure it aligned with best practice. It was a very collaborative project and we worked with some real superstars from ICT Networks. They made great suggestions with clear benefits during the implementation, and worked with us to improve our overall design without any impact to timeline or budget. The documentation they produced was also excellent."

Since moving into the new CSNSW office, Aaron says the feedback from staff has been exactly what they hoped for.

"We moved into a new office and had no issues – people just sat down and started working. The networking was done to perfection and we had zero complaints. Staff shouldn't have to tell us if a technical bottleneck is getting in the way of performing their best, and that's exactly what we achieved. They don't know the effort that went into it, but that's how it should be.

"Importantly, we now have a great networking foundation with Mist and AP45 where we can scale up to 6GHz if we want to. From a management perspective, I can now oversee our network while working from home using the Mist interface, and it's really powerful because you don't have to code. It's a huge win in terms of convenience and visibility, especially with the added AI features that let me switch users to the right VLAN or reconfigure a switch from anywhere, which is incredibly useful.

"Since deploying Mist we almost never have issues, and if we do it's not on the Juniper side. It's truly seamless, and having no switching or WiFi coverage problems in the office means we can focus our IT efforts on what really matters, and our staff can best serve the Catholic Education sector in our region."

*"ICT Networks was the easiest of all integrators we've dealt with. It's the things people take for granted that can make or break a project – like someone turning up on time, being available to answer questions out of hours, or speaking up when they have a good idea. I can't fault them. Everyone kept their end of the bargain and it was a very smooth experience."*

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