



# Case Study Clough

Optimising networks for cloud and global collaboration





## Who are they?

Clough is a pioneering engineering and construction company established in 1919 in Perth, Western Australia. Clough delivers challenging projects for the infrastructure, mining, and energy industries underpinned by a dedication to problem solving and getting the job done safely and efficiently. Today, Clough manages a global workforce of almost 2000 people from operating centres across Australia, Papua New Guinea, Asia, Africa, UK, and North America that strive for the best in everything, setting new safety and performance benchmarks every single day.

## The challenge

Clough was experiencing problems including high latency and low redundancy on its network. These network problems were affecting collaboration across the organisation and hindering Clough from getting the most from its cloud services. Furthermore, the company had no comprehensive mobility solution for its workforce in Australia and beyond.

With operations around world, including a new multimillion-dollar project in Mongolia, Clough wanted to optimise its ICT foundations to empower its ability to scale its business and meet global client needs. To that end, Clough decided to change strategy away from having multiple third-parties managing its technology services because of the difficulty in getting visibility into the network.

It needed a trusted partner to help it move to a firm footing for further growth.

## Architecting a solution for better global collaboration

Telstra's Enterprise team worked with Clough's Technology team to identify the network issues. After constructing a basic network architecture as a starting point, Telstra diagnosed the existing Layer 2 Network had multiple points of failure and complex voice environment. Telstra and Clough collaborated on new iterations of the infrastructure from scratch, starting with a Layer 3 network solution built on an MPLS link with future capacity to move voice over it.

Telstra created a mobility solution for Clough's 1500-strong workforce in Australia, including mobile device management and a bespoke fair use policy to suit the company's operational needs. Clough is also in the process of procuring an enterprise resource planning solution and Telstra will help the company integrate it seamlessly into their existing ICT environment.

Clough already used Office 365 and Amazon Web Services (AWS) but to improve the end user experience, Telstra provisioned a dedicated 100Mbps link to AWS to ensure optimal application performance and migrated all services, plus over 800 O365 users, to Telstra's managed services for a single supplier relationship.

Contact your Telstra account representative for more details.

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## Empowering productivity, efficiency and effective collaboration

The consolidation of services in-house and with Telstra as a partner is helping to provide Clough with a more agile, responsive service based on reliable, high-performance solutions. Through Telstra, Clough is able to access the networking expertise of Cisco and other partners but with streamlined accountability and commercials.

Thanks to the new network architecture, Clough is getting the most from its cloud services, with expert support from the Telstra team available around the clock.

With its enhanced agility and more effective collaboration, Clough staff are working as productively in Asia as they are in Australia, delivering better services to clients demands in far-flung, challenging locations.

## Towards a flexible network for global scalability

Clough and Telstra are working towards further optimisations with the rollout of Telstra Programmable Network in Clough's overseas operations. The Telstra Programmable Network will empower Clough with near real-time, on-demand connectivity to clouds, data centres,

security, application services and a partner ecosystem through a single unified view. Clough will be able to order and manage all services and infrastructure via a customer portal with a single unified view, transforming the traditional networking experience to deliver control and agility to match its changing business demands.

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