



Australia | Technology

# NTT creates the template for smarter workspaces

## Client profile

NTT Ltd. is a leading, global technology services company. Working with organizations around the world, they achieve business outcomes through intelligent technology solutions. Their global assets and integrated ICT stack capabilities provide unique offerings in cloud-enabling networking, hybrid cloud, data centers, digital transformation, client experience, workplace and cybersecurity. As a global ICT provider, they employ more than 40,000 people in a diverse and dynamic workplace that spans 57 countries, trading in 73 countries and delivering services in over 200 countries and regions.

**'We wanted to provide an absolutely fantastic experience that makes people really want to come to work in our new office, and to optimize our ability to collaborate and therefore deliver an incredible outcome for our clients.'**

**Richard Banfield**, IT Director,  
for NTT Ltd., Australia

## Summary

The relocation of NTT Ltd.'s Sydney office provided them with a blank canvas to design the ideal workplace environment for staff, clients and partners. They deployed a smart spaces platform to connect technology to physical spaces and building systems, optimizing the user experience and creating a truly collaborative workspace.

Building on innovative technologies from their partners, including Cisco, they were able to create an environment that sets the standard for the intelligent workplace of the future. An environment that can adapt to their changing needs in a secure and agile manner.

The result is an office space that delights users by creating a seamless working experience, and providing a template for optimal workplace design.

## Vision

### A fresh approach to the office environment

NTT is a leader in creating intelligent workplaces for their clients, but as they grew, they found that they weren't able to implement the same level of experience in their Australian head office in Sydney.

This meant that they couldn't trial new ways of working or showcase these to their clients inside their own environment.

As a global organization, their teams work together on projects across the world. Collaboration and interaction across internal teams and with partners and clients are critical.

Their existing offices were located in a historic building in the center of Sydney, and the heritage requirements of the space meant that it was impossible to implement their vision of the agile digital workplace in order to meet the current and future needs of the business.

'Our office was not conducive to an agile way of working,' says Richard Banfield, IT Director for NTT Ltd. in Australia. 'Wireless was limited, there was no flow between floors, and we had different meeting room experiences. We also needed to bring in our Oakton business, which had been operating in a completely separate office with its own set of technologies.'

The decision was made to move to new offices at Darling Park, giving them the opportunity for a clean slate to think about the ideal working environment in terms of people, space and technology.

### Which technologies?

- Architecture Consulting Services
- Transformation Consulting Services
- Deployment Services

### Which partners?

- Cisco

**'We're able to delight users with incredible experiences by providing services to them seamlessly, based on their identity.'**

**Phillip Priestley**, Vice President, Technology and Architecture, Digital experience and Employee experience, NTT Ltd.

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## Transformation

### Creating the office of the future

Working with their technology partners, including Cisco, they set about designing a workplace environment that would allow their employees and visitors to have a seamless, connected experience – no matter where in the office they were.

They created a smart spaces platform that connected users and technology to the building's facilities, and combined this with an intelligent workplace solution enabling frictionless collaboration.

This 'connected employee' solution creates a dynamic, mobile working environment for users.

The Cisco Digital Network Architecture and software-defined access network provides consistent quality of service and a managed, secure user experience across wired and wireless infrastructure.

As part of this Cisco Webex Team Boards was integrated with other technologies create the ideal agile working environment.

'At Darling Park, we deployed one of the first software-defined access networks in the world,' says Gregg Sultana, NTT Ltd. Australia General Manager, Enterprise Architecture (Infrastructure). 'This gives us rich data on how our office and facilities are being used, so we can optimize our spaces and use this as the blueprint for the services we offer our clients.'

'The goal in the Darling Park office was to create a seamless user experience from the moment people arrive at the office, to when they finish work for the day. We also wanted to capture data and have greater insight on meeting room utilization, where our people are spending their time at work, and how they're using the various office facilities available to them,' says Phillip Priestley, Vice President, Technology and Architecture, Digital experience and Employee experience, NTT Ltd.

This ensures that security policies are consolidated and managed consistently for all devices and users, and they can easily integrate collaborative technologies and emerging technologies now and in the future to constantly improve the user experience.

## Results

### Driving collaboration and innovation through smart workplaces

NTT's Darling Park office takes advantage of the latest intelligent workplace technologies, underpinned by the secure, automated software defined network, to quickly adapt to the changing needs of their users. This ensures that their users are able to collaborate effectively, improving productivity and showcasing the potential of the technology for their clients.

### The zero-touch office

The smart network and automated smart office platform allow NTT to adapt quickly to the new regulations being implemented as a result of COVID-19. This includes allowing users to sign in and be guided to their meeting room or hot-desk without having to break social distancing.

### Connected users

No matter where users are in the office, they remain connected to all their applications and data. Guests can also securely connect to the internet without posing any security risk to the overall system. By monitoring where users are connecting from the IT team can make sure that there are no dead spots in the office, adjusting coverage to match usage patterns.

### Smart meetings

With the ability to monitor meeting rooms, checking if they're being used, the system can automatically de-book rooms if the meeting doesn't start within a specified amount of time. It can also ensure that environmental regulations are being complied with such as increasing the airflow to a meeting room if the number of attendees rises above legally mandated levels.