



City of Parramatta, New South Wales

Simplify networking with AI-Native automation and unified management.

Juniper's AI-Native Networking is at the heart of a city's transformation

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Industry

Government

Region

APAC

Create a future-ready workplace to support a growing community

Parramatta, long a commercial hub of Western Sydney, is evolving into a vibrant global city, with lively arts, multicultural food, beautiful parks, and a picturesque river. A new flagship civic building and cultural hub in Parramatta will deliver exceptional digital experiences to employees and visitors, thanks to Juniper's AI-Native Networking Platform.

Overview

Challenge

Parramatta expects its population to double in the next 20 years, to more than 487,000 by 2041, as massive public and private infrastructure investments fuel economic growth and a thriving community. One major initiative is 5 Parramatta Square, an architecturally stunning civic, culture, and community hub, in the central business district.

"Our vision was to design a future-ready workplace," said Les Pall, Technical Operations Manager at the City of Parramatta. "We wanted people to be able to work flexibly in the office, with hot desking and wireless as the primary means of in-building networking."

Delivering on the vision demanded a modern network. Parramatta's IT leaders sought a network solution that would deliver an exceptional user experience, be resilient and easy to manage, and support the city's growing digital needs.



"Juniper AI-Native Networking **enhances our IT staff's effectiveness and efficiency**, which increases productivity for our users and benefits our growing community."

Les Pall
Technical Operations
Manager, City of
Parramatta

Transformation

After a thorough and competitive evaluation, Parramatta chose the Juniper AI-Native Networking Platform for its ability to deliver AI for IT operations to assure exceptional digital experiences at 5 Parramatta Square, as well as libraries, community hubs, childcare centers, and other locations across the city.

With more than nine years of AI and ML delivered from a microservices cloud, the Juniper AI-Native Networking Platform makes every connection more reliable, measurable, and secure for every device, user, and application.

Outcomes

Smooth migration

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Network-related issues deploying Juniper at the first site

Support a growing community Streamline IT support

1,200

City employees provide services and programs to residents

AI Ops

Simplify and automate network operations

Solution and implementation

[Juniper AP45 Wireless Access Point](#)

[Juniper AP63 Wireless Access Point](#)

[Juniper EX4650 Switch](#)

[Juniper EX4400 Switch](#)

[Juniper EX4100 Switch](#)

[Juniper Wireless Assurance](#)

[Juniper Wired Assurance](#)

[Juniper Marvis Virtual Network Assistant](#)



Juniper's AI-Native Networking Platform puts experience first

Parramatta uses Juniper AP45 Wireless Access Points to deliver high-performance Wi-Fi 6 to connect laptops, mobile devices, and virtual Bluetooth® Low Energy connectivity to support presence applications and real-time desk-booking. Juniper AP63 Wireless Access Points provide fast, reliable Wi-Fi connectivity in outdoor spaces. Juniper EX4650, EX4400, and EX4100 Switches provide core and access networking, allowing the city to streamline network operations from the campus to the data center.

Juniper's AI brings insights, automation, and self-driving actions. Juniper Wireless Assurance automates troubleshooting and operations while Juniper Wired Assurance simplifies provisioning, deployment, and management of the campus fabric. Juniper's Marvis Virtual Network Assistant adds conversational AI, helping the IT team to resolve issues faster and with greater accuracy.



Key takeaways and outcomes



Empower a flexible workforce and create community

“With Juniper, we can support a flexible working arrangement, so city employees can work productively,” said Pall. “We have better network connectivity, better resilience, and better coverage.”

Smooth migration to the new network

The IT team migrated its first office to Juniper’s AI-Native Networking without incident, and employees moved into 5 Parramatta Square in summer 2024. The city plans to refresh all locations with Juniper within 12 months, bringing fast, reliable Wi-Fi to 1,200 staff. Visitors to Parramatta’s customer service center and libraries can count on secure guest Wi-Fi.

AI Ops supports IT efficiency

The insights and actions of Juniper’s AI Ops help the IT staff be more effective and efficient. “Our IT service management team has varying levels of skill, from learning the ropes to doing advanced diagnostics,” said Pall. “Juniper AI helps our technicians do their jobs better by identifying trends and troubleshooting issues faster so all levels of our team can be more productive.”

Digital foundation for growth

Parramatta can grow with the Juniper AI-Native Networking Platform, which supports IoT devices and indoor location services. Future use cases include connecting the city’s public safety cameras that help fight crime and environmental sensors that help identify and mitigate flooding risks.

More information

Learn more about Juniper AI-Native Networking

To learn more about Juniper AI-Native Networking Platform, visit our website at <https://www.juniper.net/us/en/ai-native-networking-platform.html>

To learn more about Juniper Wireless Access, visit <https://www.juniper.net/us/en/solutions/wireless-access.html>

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