

Internode Business Connect (IBC) improves Climat network performance



“ We are pleased to recommend Internode. Their support has been a great help with the growth of the Climat Group. They have a proven track record with their service, support, and reliability. We can only see this improving with the IBC Network. ”

*Rob vanderHoeven, Managing Director
(pictured here with Marie Rossi, Administration Manager)
Climat Air Control*

Client

Climat Air Control & Energy Centres Pty Ltd

Industry

Air conditioner sales and service

The Company

Climat is a South Australian company that sells, installs, and supports domestic, commercial and industrial air conditioning systems. Although the name Climat was launched in 1996, the company grew from a business founded in 1958. In Adelaide, Climat has its head office at Royston Park, a commercial site, service depot and technical office at Dudley Park and six retail outlets. Beyond Adelaide, Climat dealers and trading partners service both commercial and residential customers in their local regions.

Internode services

IBC (Internode Business Connect), SHDSL, NodePhone Voice over Internet Protocol



Business Challenge

Frequent broadband dropouts between branches and head office.

Climat runs a network of offices that sell, install and support airconditioning systems in domestic, commercial and industrial premises throughout South Australia.

For nearly a decade, Climat has run a centralised accounting, management, administration and ordering system located at its Royston Park head office. About 60 people at Climat offices across the Adelaide metropolitan area and the Adelaide Hills town of Mt Barker use a Microsoft Remote Desktop Server to access the Windows-based applications.

In 2009, Climat identified that its communication system was letting it down, with frequent dropouts of the ADSL broadband links between branches and the head office system.

Climat Managing Director Rob van der Hoeven said the system had caused significant problems. “Dropout was our biggest issue,” he said.

“One of our sites, at St Marys, used to drop out so frequently that we missed out on jobs, so it was costing us money. The network was very slow and unreliable especially for remote sites. As well as preventing our sales people from doing their jobs, it wasn’t a very good experience for the customer.”

To solve this problem, Climat turned to its long-term technology support partner, Calibre One, to identify how the company could cost-effectively eliminate the dropouts.

Calibre One is a systems integrator that provides outsourced IT services for customers in South Australia. With about 30 employees, the Adelaide-based company is a Microsoft Gold Partner, an Adelaide Service Partner for Acer and an Internode Business Partner.

Internode Solution

IBC provided guaranteed uptime and performance monitoring.

Calibre One CEO Steve Wemyss said Climat's remote desktop and network usage had outgrown the capacity of ADSL services to support it. "The problem was that ADSL is a 'best effort' technology," he said.

"The performance of the store connections depended on a range of factors that were beyond Climat's control, such as the quality of the copper and the distance from the exchange.

"Services were subject to variations in performance levels due to traffic densities and other issues in different locations. As a result, they had reasonably frequent dropouts.

"Particular sites were getting as many as four to six disconnections a day, which would disrupt activities such as preparing quotes while straightforward performance issues prevented users getting their jobs done quickly."

After investigating available options, Calibre One recommended that Climat establish an IBC (Internode Business Connect) network provided by national broadband company Internode, which also has its head office in Adelaide.

IBC is a Private IP solution that provides a flexible, reliable and secure Wide Area Networking service. IBC operates on Internode's high availability, highly redundant national and international network.

Mr. Wemyss said the IBC network provided guaranteed uptime and performance monitoring. "We recommended Internode because of their proven track record, reliability and the fact that as a company they are easy to deal with, especially for urgent problem resolution," he said.

"Internode's IBC was competitive in its pricing, but more importantly, it solved the problem for Climat."

Calibre One and Internode implemented the IBC network for Climat over three months, from October 2009 to January 2010 – a challenging period as, at the same time, the company was moving its headquarters from Holden Hill to Royston Park and establishing a new commercial, technical and warehouse facility at Dudley Park.

Calibre One and Internode replaced the old ADSL connections with the IBC network linked to the Royston Park head office and the Dudley Park premises. They deployed IBC connectors at Climat offices in Allenby Gardens, Gepps Cross, Holden Hill, Mt Barker, Munno Para, Stepney and St Marys.

Internode also deployed an SHDSL (Synchronous High-speed Digital Subscriber Line) connection, which provides a 10 megabit per second, fully synchronous connector between Royston Park and Dudley Park. Because it was in an ADSL "black spot", Dudley Park was connected to the IBC with a fibre-optic link.

In addition to the IBC and SHDSL services, Internode deployed its NodePhone Voice over IP service at both Climat's head office and the Dudley Park premises – effectively eliminating the cost of inter-office calls between the two locations.

Business Benefits

"100 per cent reliability has made a big difference for our company."

Climat Administration Manager Marie Rossi described the IBC network as a massive improvement. "The reliability is 100 per cent," she said.

"The Internet used to be very slow before and now it is very fast and very, very reliable. As well as allowing staff throughout our offices to access the centralised applications, IBC has enabled us to have VoIP telephones, which has reduced our communication costs.

"While IBC does cost more than the ADSL services we were using previously, it has more than paid for itself through the improved reliability of our network."

Another major benefit of Climat's IBC deployment is that it required little capital outlay as Internode provides all of the equipment, including managed Cisco routers, for an agreed monthly fee.

Ms Rossi described the performance and support provided by Calibre One and Internode as "outstanding". "Calibre One is professional, with very knowledgeable staff who resolve issues very quickly," she said. "Internode made sure that everything was done when they said they were going to organise it.

"For Climat, the main benefit of the IBC network is its 100 per cent reliability which has made a big difference for our company."

About Internode

Internode, a subsidiary of iiNet Limited, is a national broadband provider with offices in Sydney, Melbourne, Brisbane and Adelaide. Already a leading supplier of National Broadband Network (NBN) services, Internode delivers great value, technically advanced and reliable ADSL2+ services across Australia. Internode offers a wide range of value-added broadband services including more than 400 Internode WiFi hotspots throughout the country, NodeMobile Data 3G wireless broadband, Internode Business Connect Private IP networks, NodePhone VoIP telephony and a pioneering IPTV service through its partnership with FetchTV. Follow Internode online at www.internode.com.au/followus.