

Internode makes Suncare shine for Secure Access



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Jason Garland, Managing Director
Secure Access

Client

Secure Access

Industry

IT services

The Company

Sunshine Coast IT integration company, Secure Access www.secureaccess.com.au was founded in 1998 to provide IT services and solutions for businesses of all sizes throughout Australia and New Zealand.

Secure Access, an Internode Solutions Partner, provides IT services to a wide range of professions, including medical centres, legal firms, accountancy practices, construction firms, property developers, pubs, clubs, schools and universities.

Business Challenge

Problems with multiple computer networks at different offices

For the past decade, Secure Access has provided outsourced network management and support for Suncare Community Services Inc, a community organisation that delivers services throughout Queensland to provide care, support, information and referral services to members of the community.

During that time, Suncare <http://Suncare.org.au/> grew from five computer users in a single small office to more than 180 staff at head office and 12 regional locations. Its operations extend from Rockhampton in the north, to Longreach in the west and down to Gympie, Sunshine Coast and Brisbane North areas including Caboolture, Pine Rivers and Toombul.

In 2009, Suncare recognised it was experiencing problems that arose from operating multiple computer networks at different offices, plus regular unplanned downtime caused by disrupted Internet access from its Internet service provider.

Secure Access recommended that Suncare establish a single domain system, by creating a wide area network with a private carrier providing communication links to connect all 13 offices.

Suncare tasked Secure Access to conduct a thorough examination of the marketplace to identify a network solution that met its needs for reliability, affordability and support.

Internode Solution

IBC private IP network with built-in redundancy

Secure Access managing director Jason Garland said Suncare chose Internode. "Internode offered the best support, the best value for money and the best reliability we could get at that time," he said.

Through its partnership with Secure Access, Internode provided Suncare with an Internode Business Connect (IBC) service to link all 13 sites in a fully integrated private IP (Internet Protocol) network.

The network design incorporates built-in redundancy by containing two separate, but interconnected, networks, one for data traffic and the other for VoIP (Voice over IP) services.

If one network is disrupted, then a failover capability ensures that its data flows through the other network, ensuring no disruption to users while the initial problem is being solved.

Mr. Garland said the network's failover design ensured there was no single point of failure. "If there's a problem, users are not affected, so we can fix it without pressure," he said.

"An important factor for us was that the migration from the previous Internet provider to Internode occurred with total invisibility to end users. The migration process was simple and the guys at Internode made it easy as possible.

"Internode was willing to work to our timelines and our scope. With that project, we had to have roads ripped up to get the fibre optics in: Despite those challenges, Internode did not miss a beat during the process of cutting over sites from the original carrier to the new service – so the client experienced no outages or problems."

Internode also ensured the IBC deployment at Suncare happened quickly. The tender occurred in October 2009, with deployment starting in November and go-live in December.

About Internode

Internode is a first tier IP carrier committed to using broadband technology to redefine the national telecommunications environment. The Australian-owned company is a trailblazer that delivers broadband services to individuals and businesses throughout Australia. Follow Internode online at www.internode.on.net/about/follow_us_online.

To learn more about Internode's business services, please visit www.internode.on.net or telephone 13-NODE (13 66 33).

Business Benefits

An 82% drop-off in support calls for inter-site connections

Mr. Garland said that since the new network went live, Suncare had experienced virtually no downtime, despite the Queensland floods and Cyclone Yasi in early 2011.

"Suncare testifies that our innovative solution helped them to transform their IT infrastructure and achieve lower operational costs, reduced capital expenditure and improved overall security and service levels," he said.

"The IBC network allows Suncare's head office to have greater control of the IT infrastructure and end-user experiences. Also, the implementation of a single domain across multiple locations allows our team to provide a solution that makes it easy to add new offices and staff, thereby minimising costs.

"IBC has also allowed Secure Access to improve remote access for each Suncare regional office and provide ongoing training to staff, particularly those who were not IT-literate."

Mr. Garland said the contrast between before and after the IBC deployment was stark. "Prior to the deployment, Suncare's regional offices experienced below par performance when connecting directly to head office servers," he said.

"The system's deployment has enabled full connectivity, 24/7 access and responsiveness and standardised systems for vastly improved efficiency and end user support. The organisation is like a new workplace. User satisfaction and job performance levels have all risen exponentially as a direct result.

"Since the upgrade, we've found major improvements in latency speed as well as overall speed throughput. Another benefit is that changes and additions to the network are now seamless.

"After changing to the IBC, we have noticed an 82 per cent drop-off in support calls related to the inter-site connections. And if something does happen, we know about it before the end user does, which allows us to easily manage Suncare's user base."

Mr. Garland said Internode had lived up to its promise of excellent support. "Internode has gone above and beyond the call of duty on this project," he said.

"For example, if we've had any problems with routers, they've sent us replacement units by taking our word for it. Internode's approach is to fix the problem first and then figure out why the problem happened. Another great feature of Internode's support is that we get immediate access to well-qualified technical people with the authority to make decisions.

"Internode has been great to work with."