

VOICEPLUS DEVELOPS AGILE CONNECTIVITY SOLUTION FOR DOWNER



DOWNER

Sydney Australia

Website: [Downer](http://Downer.com.au)

EXECUTIVE SUMMARY

Downer Australia employs more than 7,000 people and is one of Australia's largest engineering and infrastructure service providers.

Working in the verticals of road and rail construction, mining and utilities, Downer needed an solution for agile commissioning and decommissioning of internet connectivity.

VoicePlus provides Downer with its Managed Rapid 4GX Router solution to

- Provide agile connectivity for work sites requiring regular relocation
- Deliver reliable connectivity and enhance productivity for business-critical tasks
- Reduce costs by retrieving and reusing rapid router hardware, and eliminating upfront capital outlay for the units

- Provide technical support for end-users in the field
- Provide an Asset Register with each router accounted for by location, cost centre and ownership
- Proactively monitor router connectivity and usage to anticipate any potential issues

CHALLENGES

Imagine building a stretch of road or railway line, and having to drive many kilometres back to a site office for connectivity.

Or having to set up site offices at multiple construction sites across the country at any one time.

Or working at a remote mining location or wind farm, or where fixed line telecommunications infrastructure just does not exist.

These were some of the scenarios that Downer Group IT were having to manage on a daily basis.

SOLUTION

Since 2012, VoicePlus has supplied and deployed preconfigured routers to Downer Group for reliable and agile internet connectivity at temporary sites and sites awaiting Telstra infrastructure, mainly across the rail, road and mining industries.

Initially both Downer and VoicePlus were 'flying blind' after deploying the routers, as there was no visibility of the device connectivity or use.

With the evolution of hardware, VoicePlus in 2016 identified the Sierra Wireless MP70 router and AirLink Monitoring System (ALMS) as a means of proactively managing the routers in the field.

VoicePlus developed an API from ALMS to JIRA Service Desk so that any alerts would generate a ticket for the VoicePlus IT service team.

An API with VoicePlus's proprietary flagship product – Atrium Managed Mobility – allows data from ALMS to be viewed on Downer's custom Atrium portal. A Device Dashboard gives visibility of connectivity in real time to all stakeholders.

A Priority Replacement Program was devised to ensure that any faulty router was swapped out within 24 hours.

A Retrieval and Redeployment Program at the end of each project delivers cost control and security management.

OUTCOMES

VoicePlus is managing 340 routers for Downer Group at October 2018.

The outcomes for Downer are:

- Speedy set-up of internet connectivity at new work site locations
- Agile commissioning/decommissioning of connectivity at sites that are temporary or

awaiting the build of Telstra fixed infrastructure

- Confidence that faulty router equipment or network connectivity issues will be swiftly identified and proactively resolved
- Retrieval of routers at the conclusion of projects for redeployment to new projects, saving on hardware expenditure.
- Reduced workload for Downer internal IT team as routers are supplied, configured, tested, deployed and managed by VoicePlus.

ATRIUM MANAGED MOBILITY SERVICE

Atrium Managed Mobility is the flagship product of VoicePlus. It is a SaaS environment which delivers wholistic endpoint management including:

- A single platform for visibility of all endpoint assets – including asset ownership, usage, and expenditure
- Maintains an Asset Register with multiple data validation points, updated in real time as activity occurs on the Atrium portal
- Allows swift self-service procurement via the Atrium portal
- Manages all endpoint operational tasks – supply, staging, deployment, repairs, recycling, bill auditing, and cost optimisation.
- Has APIs with UEM platforms AirWatch, Intune, SOTI, MobileIron for security and application management
- Delivers online Business Intelligence analytics and reporting; and pre-emptive optimisation activities
- Provides a technical support desk based in Sydney and manned by human beings!

www.voiceplus.com.au

+61 2 9334 5600

