

# VOICEPLUS DEVELOPS AGILE CONNECTIVITY SOLUTION FOR DOWNER



**DOWNER**  
Sydney Australia  
[Website: Downer](#)

## 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 visibility of connectivity, proactively manage outages, 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 challenges that Downer Group IT were having to manage on a daily basis.

## SOLUTION

Since 2014, 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' as after deploying the routers, 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.

VoicePlus manages 348 Downer routers providing visibility and proactive management of connectivity in remote locations such as mining sites, wind farms, road construction projects, offshore gas plants; and in mining trucks and trains.

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 348 routers for Downer Group at March 2019.

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.

## MOBILE LIFECYCLE AND MANAGED UEM

Aside from the Rapid Router solution, VoicePlus also provides Downer with:

- 29 customised procurement portals aligned with various entities within the Downer Group. These allow customised procurement of smartphones, tablets, mobile hardware like routers, Telstra plans, Telstra value-add services. It also allows the logging of a device repair.
- A mobile support and technical support help desk to resolve end-user issues; operating 8am-6pm AEST.
- A priority replacement service which ensures an employee is supplied with a replacement mobile device within 24 hours in urban areas; and within 48 areas regionally.
- Monthly Business Intelligence analytics and reporting.
- Configured, encased, deployed, manage 140 'intrinsically safe' iPads for use by maintenance crew on off-shore LNG gas plants.
- Microsoft Intune deploy, configure, support for 3,000 devices.

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