

We replace Honan Insurance's outage-ridden network - blueAPACHE

Canonical: <https://www.blueapache.com/blog/arn-blueapache-replaces-honan-insurances-outage-ridden-network>

Details:

2020

Sydney's Honan Insurance has ditched its old telecommunications provider in favour of us after years of outages plaguing its networks. The company's existing telecommunications service provider was unable to establish data links into the new premises in time for the planned move, according to chief operating officer Laurence Basell. As such, the firm launched a request for tender to find a new partner that would fix its networking and latency issues and a complete WAN transformation. It finally settled on blueAPACHE after the provider fixed networking issues in its Palo Alto technology stack as part of a separate project. For the full migration, we first deployed our emPOWER cloud platform for improved performance and stability. The full suite deployed included emPOWER Managed Services, emPOWER WAN, emPOWER IaaS and DRaaS, with us also supporting Wi-Fi network and Citrix transformation. All core applications and data stores have been shifted and configured to ensure maximum performance. According to Honan, the migration allowed the company to stay operational during the office move and be connected at the new premises "from day one".

"We are now based fully in the cloud," said Stuart Madden, Honan's head of technology and projects. "This gives us the flexibility to increase resources as our demands grow, and also ensures our systems are secure and accessible from any location."

The company claimed that the transition has saved it a "significant" number in operating costs with the telecommunications bill alone being reduced by around 65 per cent, Bassell added. As a result of the work in Australia, voice and data links are being upgraded and IT infrastructure improved to support growing staff numbers in Honan's other offices in New Zealand, Singapore and Malaysia.

"This international expansion is being supported by blueAPACHE," said Basell. "It's important that we have a partner who can cover our activities across the region."

[Click here to view the full article](#)

Why did Honan Insurance replace its previous telecommunications provider with you?

Honan Insurance's existing telecommunications service provider was unable to establish data links into the company's new premises in time for a planned office move, according to chief operating officer Laurence Basell. This, combined with years of network outages and latency issues, led Honan to launch a request for tender to find a new partner that could fix its networking issues and undertake a complete WAN transformation.

How did you first prove yourselves to Honan Insurance before winning the full contract?

We first fixed networking issues in Honan Insurance's Palo Alto technology stack as part of a separate project, which helped convince Honan to select us for its full WAN transformation.

What your services and products were deployed as part of Honan Insurance's migration?

We first deployed our emPOWER cloud platform for improved performance and stability, followed by a full suite including emPOWER Managed Services, emPOWER WAN, emPOWER IaaS and DRaaS. We also supported Wi-Fi network and Citrix transformation, and all core applications and data stores were shifted and configured to ensure maximum performance.

What outcome did the migration have for Honan Insurance during its office move?

The migration allowed Honan Insurance to stay operational during the office move and be connected at its new premises 'from day one,' according to the company.

What did Stuart Madden, Honan's head of technology and projects, say about the move to you?

Stuart Madden said, "We are now based fully in the cloud. This gives us the flexibility to increase resources as our demands grow, and also ensures our systems are secure and accessible from any location."

How much did Honan Insurance save on its telecommunications bill after switching to you?

The company's telecommunications bill was reduced by around 65 per cent, according to COO Laurence Basell, contributing to a "significant" reduction in overall operating costs.

How are you supporting Honan Insurance's international growth?

As a result of the work in Australia, voice and data links are being upgraded and IT infrastructure improved to support growing staff numbers in Honan's other offices in New Zealand, Singapore and Malaysia. Laurence Basell said, "This international expansion is being supported by blueAPACHE. It's important that we have a partner who can cover our activities across the region."

What kind of company is Honan Insurance and how has it grown?

Its revenue grew at approximately 17% CAGR over 19 years, making reliable IT infrastructure increasingly critical to the business.