We roll out WAN and Voice solutions for Melbourne City Mission - blueAPACHE

Canonical:
https://www.blueapache.com/blog/blueapache-rolls-out-wan-and-voice-solutions-for-melbourne-city-mission

Details:

Press release

Melbourne, February 8, 2016 – we have today announced the successful deployment of our emPOWER Wide Area Networking (WAN) solution at Melbourne City Mission (MCM), linking critical IT services across 32 sites throughout the greater Melbourne area. The not-for-profit has also introduced blueAPACHE's Voice solutions to one site, with plans to extend the telecommunication services as new offices are introduced and others redeveloped. MCM is Melbourne's oldest charity, operating since 1854. The Not-For-Profit (NFP) assists Victoria's most vulnerable individuals, families and communities. Every week, they help thousands of people escape and avoid disadvantage, economic exclusion and social isolation. The WAN deployment allows MCM to scale for future growth, building in redundancy at the same time as simplifying network architecture. Approximately 740 staff at MCM are now connected to the enterprise via a fast, flexible and reliable network, with full access to applications and data. Our emPOWER Network is an MPLS Enabled, Q-in-Q Network, powered by Cisco carrier-class infrastructure with 'On-Net' datacentre Points of Presence across Australia. It is integrated directly into NBN (National Broadband Network), Microsoft ExpressRoute, AWS Direct Connect and International Sub-Sea IP Transits. We monitor all connections involved in the network 24 hours a day, 365 days of the year. IT Manager at MCM, Louise Segafredo, said "A change in the leadership of MCM ICT Services in August 2014 brought with it a change to the manner in which core ICT services were scoped, resourced and delivered. This deployment is indicative of MCM making a move to manage the enterprise as a whole, as opposed to the component parts." The deployment came about as the result of an independent RFP process by Dog and Bone consulting in late 2014. Ms Segafredo reports that moving MCM's data network to our managed WAN solution will allow the NFP to:

Size the WAN to suit current and projected business needs (which are different across all 32 sites);

Simplify the data network architecture;

Build redundancy into the data network architecture (in line with MCM's Business Continuity Plan);

Understand, document and modify data networking protocols (much of what we were changing was undocumented);

Improve their security posture through embedded next generation firewalls;

Take advantage of a superior, extended yet simplified VPN network; and

Manage one overriding contract.

Chris Marshall, Managing Director within our business said "We are delighted to assist much-needed organisations like MCM improve their technology platform. Our deep NFP experience proffers valuable insight to deliver the best return on investment – ensuring MCM can focus funding on the services that help those most in need." Staff at MCM were involved in the deployment process by tracking and reporting issues, and have reported a "huge increase in the response rates of the network at sites where the network speeds have been increased," according to Ms Segafredo. "The end result is a superior service delivered by a trusted partner." **** This engagement follows another record year for

the blueAPACHE. In 2015, the local cloud specialist grew over 30%, secured global recognition of their ITaaS model and was showcased by HP around the world for their cloud infrastructure.

About blueAPACHE

Since 1998, we have helped organisations in Australia, New Zealand, Asia and North America leverage technology to their business advantage by delivering comprehensive IT Management, Cloud, Network, Voice, Software and Consulting as a converged service – when they need it, as they need it. This is IT. This is who we are. To learn more, visit www.blueapache.com

About Melbourne City Mission

MCM was established over 160 years ago and works with the most vulnerable and disadvantaged in our society. From children living with a disability, or young people with nowhere to call home, to people who need assistance into education or employment, MCM works alongside them, so they can build a better future for themselves. Melbourne City Mission help people find their own path to independence, providing them with the support they need along the way. In addition to directly supporting people experiencing disadvantage, MCM also advocates for social change to reduce the number of people experiencing disadvantage and to intervene as early as possible to limit the damage done by the experience. For more information, see www.melbournecitymission.org.au

What solutions did you deploy for Melbourne City Mission?

We deployed our emPOWER Wide Area Networking (WAN) solution linking critical IT services across 32 sites throughout greater Melbourne, and also introduced its Voice solutions to one Melbourne City Mission site, with plans to extend telecommunication services as new offices are introduced and others redeveloped.

When was the blueAPACHE and Melbourne City Mission deployment announced?

The press release announcing the successful deployment was dated Melbourne, February 8, 2016.

What is Melbourne City Mission (MCM)?

Melbourne City Mission is Melbourne's oldest charity, operating since 1854 (established over 160 years ago), assisting Victoria's most vulnerable individuals, families and communities. It helps thousands of people each week escape and avoid disadvantage, economic exclusion and social isolation, and also advocates for social change to reduce disadvantage.

How many staff and sites were connected through the blueAPACHE WAN deployment at MCM?

The WAN deployment connected approximately 740 staff at MCM across 32 sites to the enterprise via a fast, flexible and reliable network with full access to applications and data.

What technology underpins your emPOWER Network?

Our emPOWER Network is an MPLS Enabled, Q-in-Q Network powered by Cisco carrier-class infrastructure with 'On-Net' datacentre Points of Presence across Australia. It is integrated directly into

NBN (National Broadband Network), Microsoft ExpressRoute, AWS Direct Connect and International Sub-Sea IP Transits, and we monitor all connections 24 hours a day, 365 days a year.

What benefits did the new WAN solution provide to Melbourne City Mission according to IT Manager Louise Segafredo?

According to IT Manager Louise Segafredo, the new managed WAN solution allowed MCM to size the WAN to suit current and projected business needs across all 32 sites, simplify the data network architecture, build redundancy into the architecture in line with MCM's Business Continuity Plan, understand/document/modify data networking protocols, improve security posture through embedded next generation firewalls, take advantage of a superior and simplified VPN network, and manage one overriding contract.

How did the blueAPACHE deployment for MCM come about?

The deployment came about as the result of an independent RFP process conducted by Dog and Bone consulting in late 2014.

What did your Managing Director say about the MCM engagement?

Chris Marshall, Managing Director within our business, said, 'We are delighted to assist much-needed organisations like MCM improve their technology platform. Our deep NFP experience proffers valuable insight to deliver the best return on investment – ensuring MCM can focus funding on the services that help those most in need.'

What results did MCM staff report after the network deployment?

Staff at MCM were involved in the deployment process by tracking and reporting issues, and reported a 'huge increase in the response rates of the network at sites where the network speeds have been increased,' with Louise Segafredo noting 'The end result is a superior service delivered by a trusted partner.'

What other achievements did you report around the time of the MCM engagement?

The MCM engagement followed another record year for us: in 2015, the local cloud specialist grew over 30%, secured global recognition of our ITaaS model, and was showcased by HP around the world for its cloud infrastructure.

What is your background, according to the press release?

Since 1998, we have helped organisations in Australia, New Zealand, Asia and North America leverage technology to their business advantage by delivering comprehensive IT Management, Cloud, Network, Voice, Software and Consulting as a converged service.