

Macquarie Telecom

Seeking a next generation network
to support high availability
and performance

Overview

Macquarie Telecom is a leading provider of voice, data, cloud, security and data centre services.

With a commitment to delivering an outstanding customer experience for its enterprise and government clients, Macquarie Telecom partnered with Juniper Networks and ICT Networks to deploy a next generation network when its previous system reached end of life.

SEEKING A NEXT GENERATION NETWORK TO SUPPORT HIGH AVAILABILITY AND PERFORMANCE

With a net promoter score of +72 (way beyond unicorn status), Macquarie Telecom lives and breathes customer dedication and experience. As a leading provider of voice, data and cloud services to enterprise and government clients, a dynamic and reliable network is absolutely vital.

Having outgrown the serviceable life of its existing network at the same time as the NBN and high bandwidth services were introduced, Macquarie Telecom's Leadership, Product Mgt and Engineering teams knew they needed a more advanced solution for the next generation of soft defined and AI driven advanced communications services.

Ronnie Contractor, Head of Technology at Macquarie Telecom, says "Our core network had evolved over many years, and we needed to modernise the architecture and design to support high availability, performance, scale and security".

"We had several goals, which also included uplifting the diversity of service providers and improving our fault-tolerance capabilities within our core infrastructure. If we had service interruptions, it simply wasn't acceptable to us to sustain service disruptions for our customers through the presence of any single points of failure."

Ronnie's team went to market to seek proposals from network solutions providers and ultimately chose Juniper Networks.

"Juniper Networks was the right fit for Macquarie Telecom because we were familiar with their technology, and knew it would deliver the results we needed. From there it became about redefining the relationship from transactional to a true partnership".

"Working with ICT Networks throughout the project was a given, as they already had a strong relationship with Juniper Networks and Macquarie Telecom. They have been supplying us with adhoc services for around 8 years, so it was only natural that this would grow to include our entire core network."

BENEFITING FROM A ROBUST AND RESILIENT NETWORK, BACKED BY STRONG PARTNERSHIPS

Macquarie Telecom's new network included Juniper Networks' Universal Routing Platform and Junos® operating system to ultimately deliver advanced reliability, security, speed, simplicity and flexibility.

"Now our network is highly scalable and we can add new capacity as bandwidth grows, without having to build in anything new. If there is a fault, it's contained in our assurance function so we can undertake remediation work without impacting our customer's services".

"We can rely on the integrity of redundancy, upgrade easily, and trust that we have an underlying platform which supports innovation."

"In terms of feedback, no news is good news! That's how we know everything is working, which is exactly what you want from your network. Customers who come in are really pleased with our modern and professional set up, which is engineered to meet all their business needs".

"When any business makes a large capital investment in IT, it's up to the engineering teams to deliver results – and the new network has certainly helped us achieve that."

Macquarie Telecom recently received the Customer First award at Juniper Networks' global Elevate Awards – recognition Ronnie says was very welcome by the team.

"We were proud to be recognised by Juniper across their entire customer base; especially in the category of excellence in customer service, which is what we pride ourselves on delivering."

Of working with ICT Networks, Ronnie says the project has brought the businesses much closer.

"Macquarie Telecom is founded on customer relationships, and we expect those same values from our partners. We rely on them to have expertise in their own products and solutions so we can achieve our business goals".

"ICT Networks has been on the journey with us for many years and there is strong familiarity between our teams. They're just easy to work with – I pick up the phone and say what I need and I can trust them to sort it out. They're also very transparent; I never feel like there's any wordsmithing, they just take care of what we need."

Moving forward, Macquarie Telecom has partnered with Juniper Networks to take their Mist Systems portfolio forward with SD-LAN. This will give Macquarie Telecom the capability to manage enterprise and government clients with extremely high level voice, data and cloud requirements.

"ICT Networks is lean and agile, and always provides the deep customer focus we want. It's a natural fit."