

New data network improving Cancer Council Queensland's communications

Optus solution provides a fast, reliable, secure and cost-effective network to support the organisation requirements

Yes

Customer story snapshot

Customer : Cancer Council Queensland

Industry : Non-government charity

Solution

Optus Evolve Internet, Optus Evolve Voice and Optus Evolve IP VPN.

Results

The Optus solution provides a fast, reliable, secure and cost-effective network to support the organisation's requirements at its offices throughout Queensland. In particular, the solution has delivered an average 117 per cent increase in network speed at regional sites and is on track to deliver a 37 per cent reduction in operating costs.

Overview

Cancer Council Queensland needed a fast, reliable, secure and cost-effective network that would support its strategy to improve staff communications.

The not-for-profit organisation has been fundraising and investing in cancer research, prevention and education programs and patient support services for more than 50 years. Cancer Council Queensland currently employs 265 people and 2000 volunteers across Queensland, with staff based in its Brisbane head office and eight regional offices. It also runs six accommodation lodges statewide.

Challenge

Having expanded steadily over the years, Cancer Council Queensland needed to upgrade its fixed-line telecommunications network. In particular, it wanted a service that would support applications such as unified communications and deliver much better network performance throughout its regional offices.

It was also seeking a network solution that was scalable, flexible and secure, that would support its disaster recovery plans and integrate with its customer relationship management and other enterprise systems.

Solution

Optus' Evolve Internet, Evolve Voice and Evolve IP VPN services met all of the selection criteria so Cancer Council Queensland chose Optus as its new network provider.

The Optus solution was rolled out in mid-2013. The result:

- Much faster connections for regional offices and accommodation lodges. "Previously, most regional sites had a 2Mbps connection to our private IP network," says Mr Houslip. "That's been increased to 4Mbps on average."
- A fast, reliable, secure and cost-effective network that is integrated with other applications to enable real-time communications across all sites.

"Our communications are now truly unified," Mr Houslip says. "If I want to have a project meeting with staff members in Cairns, I can easily start up a video conference, and share my desktop or documents. I can do all that with the same application I use to make a phone call."

Importantly, the Optus Evolve services allow us to reliably run our rich new collaboration tools from anywhere on our network across Queensland and provide a better level of interactive experience for our staff."

The rollout itself was made easier by the Optus team's responsiveness and ability to work with other teams, he says. "They also developed a good understanding of our organisation and how we work, which was crucial in delivering a successful implementation."

Outcome

After seven months of operation, the Optus solution is meeting all of Cancer Council Queensland's expectations – most notably, the forecast of cost savings and network performance indicators.

"We're on track to deliver a 37 per cent reduction in operating expenses over a three-year period, with even greater savings to come after that," Mr Houslip says. "At our regional offices, we've seen an average of 117 per cent increase in network speed."

Less quantifiable, but just as valuable, have been the changes to how staff members communicate. "Many of the meetings that were once conference calls are now videoconferences with a lot more interaction, and there's generally much more collaboration between staff members," he says.

Mr Houslip is also impressed by the solution's flexibility. It can support high-resolution videoconferences between staff members in dedicated meeting rooms at all of its branch offices. At the same time, employees with laptops also can access the corporate network securely from home or on the road using the Optus IP VPN Service, via the Optus mobile network.

"Our phone numbers follow us wherever we go – and we can videoconference and access other collaboration tools from any location which gives us a more efficient, flexible and productive way of working," he says.

Perhaps most important of all are the flow-on benefits for communities, particularly in rural areas. Looking to the future, Mr Houslip says "Cancer Council Queensland's investment will allow its services to be extended into regional communities through digital technology."

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Yes

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