



CASE STUDY

API MANAGEMENT BRINGS CAMPS INTO CORPORATE SECURITY ENVELOPE WITH ORION





“Onsite the speed is noticeably faster and this has definitely improved our efficiency in terms of accessing information. The beauty of SD-WAN is that we can see what data is being sent over the link, so if there are issues we can now identify the individual user instead of the system,” Ian Plant, ICT Coordinator, API Management.

API Management operate remote exploration camps studying iron ore deposits in Western Australia. In order for the camps to be operational, they require reliable connectivity at all times. Simply put, the camps cannot operate unless they have active phone lines for safety reasons. In 2015, API Management decided to move away from project-based solutions and opt for a Managed Service Provider (MSP) arrangement to provide the necessary connection.

Prior to going to tender for the MSP solution, API Management had worked closely with Orion Satellite Systems (Orion). The two companies had worked together on multiple solutions spanning across five years. Orion were invited to tender in the procurement process. In completing their due diligence, API Management concluded that Orion’s service offering was the best fit for them and the most cost effective.

SEARCHING FOR THE RIGHT SOLUTION

In 2018, API Management discussed the options for bringing one of their exploration camps into the same ICT infrastructure and security envelope as the corporate offices in Perth. To do this, they required a cutting edge SD-WAN solution. The camp staff needed to transfer data easily and quickly between the site and the head office to allow informed decisions to be made in real time.

Orion investigated the possibilities, however the technology required to implement the ideal solution was not available at this time. A year later, Orion identified a suitable option that would deliver on API’s requirements, and the plan to implement an SD-WAN solution became a reality.

A CUTTING-EDGE SOLUTION TO BRING THE COMPANY TOGETHER

The solution proposed by Orion tailored the aggregation of nbn TM 1 Sky Muster TM technology with Orion Thaicom4 satellite technology to provide a greater, much more superior connection experience.

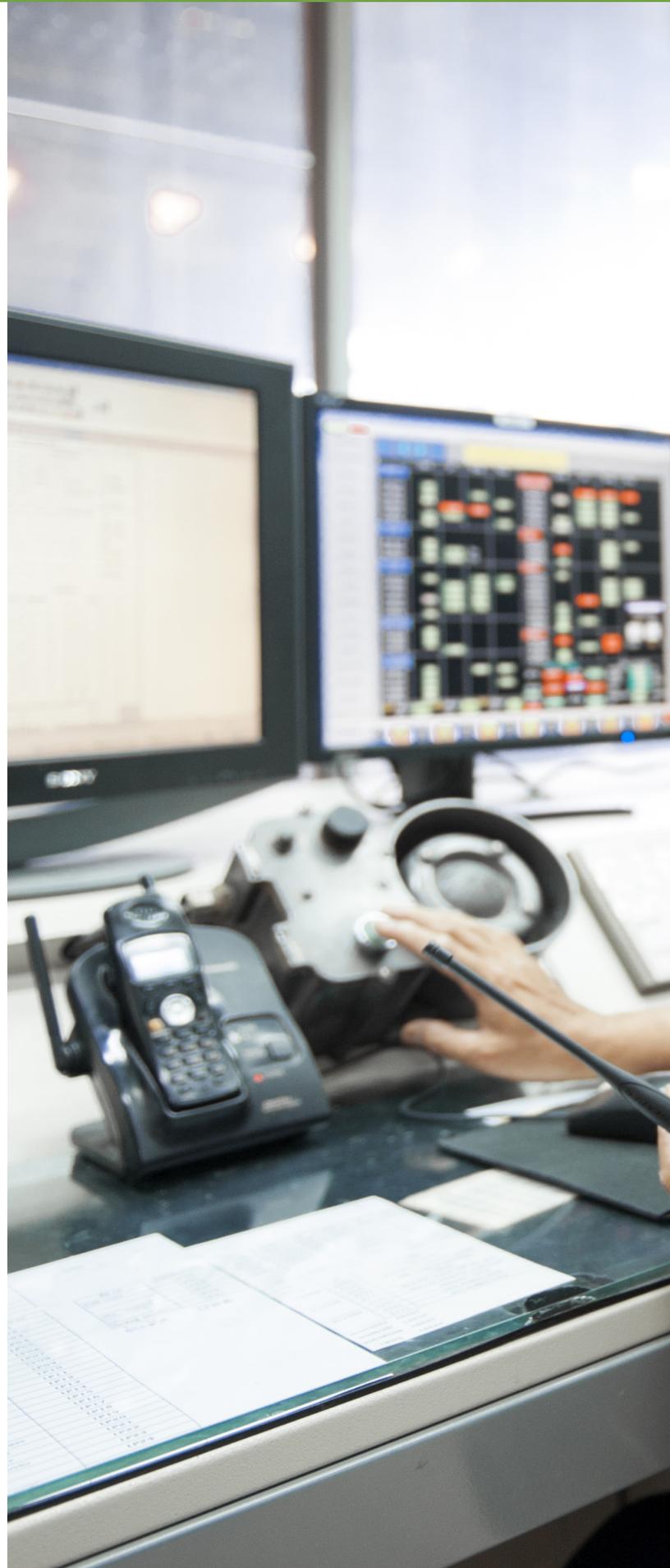
The cutting edge solution provided a high throughput, high speed, an aggregation point and a fully redundant network for data and telephony.

“We really needed a stable and reliable link. Orion had already provided connection for five remote sites and as our MSP, had a very strong understanding of the API operational infrastructure. This led to them tailoring the high speed, high availability SD-WAN solution.”

- Ian Plant, ICT Coordinator, API Management.

Because API Management were already working with Orion, implementing the SD-WAN solution, from a customer perspective, was straightforward. To conduct the necessary system testing, Orion’s lead engineer set up the UHP modem and SD-WAN connection in the Perth office.

“It was quite amazing to see the solution tested on a desk in Perth. It was so simple and straightforward, given the complexity of the SD-WAN technology behind it.” - Ian Plant, ICT Coordinator, API Management.





AN INCREASE IN BANDWIDTH AND A HOLISTIC ICT INFRASTRUCTURE

With the solution activated, the API Management team saw an immediate improvement in connectivity and bandwidth. Camp staff are able to produce maps and ground overlays, and transfer quickly to the corporate office.

The SD-WAN solution has successfully bought the camp into the same ICT security envelope as the Perth office. This allows the staff to access all office and business applications from the camp or the office.

In addition to the business benefits of increased connection speed which has allowed information to be accessed easier and being able to identify what data is being sent by an individual, Ian notes the new solution has been popular with camp staff, who can now communicate more clearly and easily with family and friends whilst onsite.

With a new solution and new systems, there has been an adoption period following the change. As issues or questions arose, the Orion team have been on hand to answer and resolve any concerns.

“They’re just really good guys to be honest. They are always responsive, calm and collected. Whenever we have needed their advice they have provided it. I have enjoyed working with them all,” - Ian Plant, ICT Coordinator, API Management.



WORDS OF ADVICE:

When it comes to advice, Ian says it important to examine your processes to ensure they are compatible with a satellite link.

“You have got to look at your existing processes when making changes like implementing SD-WAN. We worked hard to reduce the data going over the link to ensure we were not transferring redundant, outdated or irrelevant data. The SD-WAN solution incorporates NBN and satellite connectivity which gives us much needed redundancy,”

- Ian Plant, ICT Coordinator, API Management.

PLANS FOR THE FUTURE:

Ian and his team are now in discussion with Orion to extend the SD-WAN solution to include their second site in the West Pilbara. The camp has not been manned since 2019 but there are plans for it to become operational in May. Extending the SD-WAN solution to the West Pilbara will bring all of API Management's workplaces into one ICT infrastructure and enable a more productive, collaborative workforce.



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