



A Fast Solution

TO ENSURE BUSINESS CONNECTIVITY

Antill Park faced at least a 3-week loss of internet and telephony services. Arrow was quick to respond with implementation of a creative solution!

THE BUSINESS

Antill Park Country Gold Club is Picton's premier golfing experiences and country clubs, offering a full 18 hole course, located on the southern slopes of the Razorback Mountains.

THE CHALLENGES

- Copper line connection was scheduled to be terminated
- 3-week downtime before activation of new NBN service
- Incompatible hardware
- No redundancy in place to cover 3 week downtime

Antill Park were utilising 3 separate mobile networked USBs to ensure connectivity to networks and the internet while the NBN service was being finalised.

They soon realised their onsite IT staff were ill equipped to install, manage and configure the mobile data service and the club found itself with the prospect of zero connectivity.

Upon contacting Arrow support, our technicians took just 10 minutes to implement a solution, ensuring minimal downtime on our client's side.

Antill Park was in equal measures relieved and impressed with our in-house technician's ability to remotely remedy their issue. Arrow Business Essential now manages all their IT infrastructure and technical troubleshooting, leaving them to focus on their business and club.

SOLUTION SUMMARY

- ✓ Installation of new NBN connection with managed Router
- ✓ NEC IP phone system through Arrow's Turn Key solution
- ✓ Port and installation of phone numbers to SIP lines
- ✓ Implemented mobile data solution to prevent downtime during transition

SOLUTION OUTCOMES

- ✓ Zero downtime of networked systems during 3-week installation period of NBN solution
- ✓ Increased productivity resulting from improved hardware reliability and redundancy
- ✓ Faster internet connection with sole access line to ensure optimal speeds 24/7

THE SOLUTION

- Fully managed voice, data and IT solution
- Dedicated line connection
- Temporary redundancy solution to cover install period
- Streamlined communications

Arrow consulted and provided the golf club with a range of options, the first of which was Arrow's Turn Key Solution, a future-proofed setup. Designed for Antill Park to ensure all their telephony and network needs are covered to provide continuous uptime for all business services.

In addition to Antill Park utilising our Turn Key service, Arrow's in-house IT technicians were able to use our existing infrastructure to configure the mobile backup network, through our managed router and SIP enabled NEC phone systems, to communicate with their centralised server. This solution allowed the golf club to continue business-as-usual over the following 3 weeks as the NBN infrastructure was finalised and activated.

BENEFITS OF ARROW'S SOLUTION

- 24/7 access to dedicated Sydney-based support
- Complete management of telephony and data connections
- Establishment of a dedicated data line, ensuring the highest quality phone and internet connectivity

CALL US TODAY: 1300 555 330

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10 MINUTE RESPONSE TIME



ZERO DOWNTIME



24/7 AUSTRALIAN SUPPORT