

High Capacity Links for a Telco Network

Orcon, based on the North Shore of Auckland, is New Zealand's fourth largest and fastest-growing telecommunications provider, offering calling and Internet services to residential and business customers. Patrick Sharp fills us in...

The Customer's Need

- We were looking for a fibre network with some reach and decent service, to carry various forms of data traffic and later a voice network.

The CityLink Solution

- PublicLAN has provided the platform to carry Orcon's diverse communications traffic.

The Benefits

What do you like the most about CityLink?

- Citylink are our provider of choice in Wellington because they set the market, they have reach where competitors don't, and they consistently provide above-par service and flexibility. Citylink uses 'tools' which are less fancy than other companies, but probably more effective. They come across almost like a small company where down-to-earth common sense, rather than procedure and marketing, reigns. Yet there are clearly procedures in the background. This is nice...it suits the Wellington and New Zealand market.

"Because they set the market, they have reach where competitors don't, and they consistently provide above-par service and flexibility"

How have CityLink services helped your business and what options have they opened up?

- Citylink will be key in the future due to their reach and cost-effectiveness. The entry level for Orcon's state-of-the-art voice services will be much lower in Wellington due to the Citylink network.

Has there been good support from CityLink?

- Yes - the service, both post and pre-sales, is excellent, far superior to the industry norm.

Is service delivery timely?

- Excellent, and accurate. The accuracy of RFS dates is far more important to us than speediness. This is completely lost on some service companies, but Citylink are always right on the button and communicate with us if they are not.

"The accuracy of RFS dates is far more important to us than speediness... Citylink are always right on the button"

Is it easy to do business with CityLink overall?

- Absolutely

How do you see your future with CityLink?

- My role is to build the Wellington medium-enterprise business. I see Citylink as essential in this equation...part of the reason that I chose this assignment. Orcon and Citylink are both challengers with high quality product sets, priced considerably below the competition. I expect to see the value of the Citylink/Orcon relationship increasing dramatically over the next two years. So, the future with Citylink is bright and exciting (I always feel a bit odd saying that exchanging light flashes over a glass wire to create binary codes arranged into sequences that ultimately relay boring business communications as exciting, but frankly it is!)

Audio and Video Streaming for Media Company – Radio Network

Brian Barclay of Radio Network told us about audio and video streaming on the Internet for ‘broadcasting’ of their range of radio stations...

The Customer Need

- We were looking for a way to outsource our live streaming of stations, so that those services did not use our own bandwidth. Streaming was a major problem for our business because if you purchase enough bandwidth to cope with peak listening that occurs with major sporting events, large breaking news stories etc, then it is largely unused the rest of the time...essentially wasting money. We also had the problem that to provide good service we had to look at increasing the number of servers to cope with peak loads.

The CityLink Solution

- StreamingNet – both live and on-demand service for video and audio streaming.

The Benefits

What do you like the most about CityLink services and how have they helped your business?

- We don't have to worry about bandwidth, and juggling that usage along with that used by our web sites, email services etc. Local and overseas listeners are well served by a range of servers, and we don't have to worry about maintenance and replacement. Although we still set aside bandwidth, it is much more flexible, and less expensive than provisioning ourselves. We also don't have to worry about purchasing new equipment to scale-up as the number of listeners increase. Adding a service, or increasing the bandwidth is simple and at predictable cost.

“Although we still set aside bandwidth, it is much more flexible, and less expensive than provisioning ourselves”

What have CityLink services enabled you to do?

- They've allowed us to grow our online listener base many times over, without having to worry about compromising their listening experience. We can easily add more and more live streams and on-demand material.

How much operational cost has CityLink saved you?

- I can't give you a figure, but it would probably be tens of thousands of dollars.

Has CityLink service and support been timely and reliable?

- In my experience CityLink services have always been supplied efficiently and on-time. There is very good reliability, and I believe they have enhanced fault monitoring and recovery. Support is good and we get quick resolution and good communication.