



TelstraClear solution powers Toll NZ for the road ahead

KEY POINTS

- The IT&T outsource solution enables Toll NZ to reduce the time to launch new services and business units to their diverse customers.
- Completing 8 major IT & T projects in 6 months is a testament to the commitment, flexibility and transition skills of TelstraClear and Toll NZ.
- 'Per User' pricing model gives Toll NZ greater visibility and control over IT & T costs which are charged back to each business unit.
- The one-stop-shop solution from TelstraClear has resulted in improved user satisfaction, highlighted in the recent survey of Toll NZ staff.
- The TelstraClear team went the extra mile, building respect and becoming a highly valued partner for Toll NZ.

A fully managed IT&T outsource solution with leading edge technology from TelstraClear is helping Toll (New Zealand) Ltd control costs and respond quickly to business growth and innovation.

When Toll NZ sold its rail and ferry businesses to the Government in 2008, it was faced with a serious IT challenge, to put it mildly. The company's shared Information Services Group (ISG) was part of the sale to the Crown and Toll NZ was left without IT infrastructure and support.

Under the terms of the sale, ISG (now part of KiwiRail) would be their service provider for the next 12 months under a non-extendable contract. So, Toll NZ had 12 months to reconstruct its world from an IT perspective.

The company had three options, says Allister

Lowe, Toll NZ Group IT Manager. "We could build another in-house team of 50 people, in-source to our IT team in Australia or select a local outsourced partner, which was my preference". Allister wanted to raise the bar of the delivery of IT services, and to achieve that he was looking for a partner that could bring its expertise to the table.

Toll went to market for a desktop service and IT infrastructure partner and received a number of interesting responses from leading suppliers. To differentiate itself from the other providers, TelstraClear proposed a solution that also included WAN, IP telephony, Security and Data Centre services.



“We have enhanced each other’s worlds and built a mutual respect for each other. We pushed hard because we had to and the TelstraClear team performed exceptionally well under those circumstances”

Allister Lowe, Toll NZ Group IT Manager.

PHOTO BY: EMILY ANDREWS

“In choosing TelstraClear we realised that they would become the one-stop-shop for the whole business,” says Garry Collings, Toll NZ IT & T Consultant.

Delivering Under Pressure

This challenge was not for the faint of heart. It involved delivering leading edge technology and services through eight major projects while facing challenging timeframes. The projects included:

1. Transition Toll NZ to a new service desk with full operational management and support
2. Move services, applications, software, databases and hardware from the existing Data Centre to new Primary and Secondary Data Centre’s
3. Migrate 550 desktops from Citrix to Sun Virtual Desktop Infrastructure, and roll-out new hardware, software and backend infrastructure
4. Design and install a Cisco Unified Communications IP telephony solution for 550 users
5. Implement a new NetApp Primary Storage Area Network (SAN) and a Secondary SAN with snapshot and replication tools
6. Virtualise over 75 servers using VMware software with HP chassis and blade servers
7. Roll out TelstraClear’s Private IP Wide Area Network to 48 sites nationwide
8. Install enterprise wide security solution based on a “Services in the Cloud” model from TelstraClear’s specialist security group, DMZGlobal.

TelstraClear and Toll NZ did all of this in an incredible six months, showcasing their combined commitment and transition skills. “There were complex issues and risks that needed to be overcome – some of them political, some technological,” says Allister.

The projects’ tight timeframes couldn’t be moved and TelstraClear were responsible for completing the project in full, on time and in spec.

“TelstraClear demonstrated flexibility when it was needed, yet delivered the project using firm and robust process to mitigate risk to the business” says Greg Miller, Toll NZ Group General Manager.

Building an Agile Business

Another huge benefit is reduced time to market, an important factor for a business like Toll NZ that

is constantly changing, buying new companies and launching new services.

The company recently released a completely new parcels business called Toll IPEC. Setting up the business from scratch – implementing new applications and rating services, connecting the WAN and IPTel services, rolling out the hardware, training staff and launching into the market – took two months. “That is a true reflection of the flexibility and agility of the system we have built,” says Greg.

With the one-stop-shop solution now firmly in place, Toll NZ has better visibility of costs. “Cost is broken down by the business unit, right down to the individual user, so the users pay for the IT & T services they actually consume,” says Allister.

The IT team can now show business units where the cost is and target specific areas for improved management and cost reductions going forward.

The TelstraClear solution was also an instant success with Toll NZ staff. “There was a big ‘wow-factor’ from day 1,” says Garry. “The new system gave staff access to better and faster services than they had had before, with stable, high-performing infrastructure, helping them do their jobs better.”

Going the Extra Mile

But to get there was no walk in the park. “We went through some pain to get to the goal,” says Garry. “But what I love about TelstraClear is there are some very clever individuals inside the organisation that are prepared to go the extra mile. The depth of skill and knowledge that TelstraClear demonstrated was quite thrilling.”

The two companies ran into some issues in the beginning of the project and to help solve those, TelstraClear opened the doors to its internal IT department for assistance. “Showing that depth when it was needed was really satisfying to us,”

A focused team of Toll NZ and TelstraClear staff worked “some pretty mean hours” to get to the goal. “I saw a commitment level from TelstraClear that confirmed we had made the right decision. We got there, and we got there in an unrealistic timeframe.” That commitment to was also seen from Fujitsu and Eagle who were strong partners through the whole process and contributed to the success of the project.

Another challenge on the road was Toll NZ’s choice of technology for the new desktop. Allister and Garry had decided that VDI (Virtual Desktop Infrastructure) with Sun Ray thin clients was the way to go and this is leading edge technology.

“After agreeing to go down that path with Toll

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Toll (New Zealand) Ltd

- New Zealand’s largest transport and logistics company, using Information Technology to deliver world class integrated transport and logistics services for their diverse customer base.
- Incorporates leading transport and logistics brands including Toll Tranzlink, Toll IPEC, Toll Logistics, Toll Global Forwarding, Toll Priority, Toll United, Toll Auto Express and In2Store.
- Parent is Toll Holdings Australia, the leading provider of integrated logistics services in Asia with annual revenue of AU\$6.5 billion and operating in 50 countries with 35,000 employees.

NZ, we liked the benefits so much we purchased the technology ourselves,” says Andrew Crabb, CIO of TelstraClear and Executive Sponsor for the Project. “TelstraClear is now rolling VDI out across its own environment to 340 staff, including users at overseas locations.”

“It’s fair to say we forced value in both directions,” says Allister. “We have enhanced each other’s worlds and built a mutual respect for each other. We pushed hard because we had to and the TelstraClear team performed exceptionally well under those circumstances”.

Toll NZ’s business is now powered by a stable IT & T environment, wrapped up in a fully outsourced support model, which adapts quickly to growth and innovation.

For Toll NZ, the road ahead is full of possibilities.

Why TelstraClear?

Telecommunications is one of the world's fastest changing industries.

In New Zealand, TelstraClear has developed its own network and range of leading edge voice, data, internet and mobile solutions for New Zealand businesses. Many of the largest organisations in New Zealand rely on TelstraClear to provide their national and Trans-Tasman communication solutions. For these organisations, and many more, TelstraClear has shown it is adept at understanding the complexity of its customers' operations and designing relevant and reliable solutions. Our relationship with New Zealand businesses is based around four fundamental core offerings:

1 SERVICE

We understand and respect the needs of your business.

2 TECHNOLOGY

A complete range of services that are scalable to your business's changing needs, and organisational complexity.

3 TRUST

A company that you can rely on to deliver on the most challenging requirements

4 VALUE

Market Competitive solutions designed for your business.

When we combine these four elements we develop long term relationships with our customers. We can then ensure that our customers have the right products and plans to support their success with their own customers.

We also support the communities that support us. As part of our corporate social responsibility programme we work with children and young people, to help them develop the confidence they need to succeed and ensure a brighter future for all New Zealanders.

With TelstraClear, you are joining forces with one of the most dynamic communications companies in New Zealand that is backed by Australasia's largest and most progressive telecommunications company, Telstra Australia.

We have the right technology, the right people and the right attitude.