

LIFTING TELECOMMUNICATIONS AND CONNECTING TADANO OCEANIA.

case study snapshot

Client

TADANO OCEANIA
Brisbane, Queensland

Sector

Building Services

Services

- > Optus Mobile Cap plans
- > Office Phone – One Office Multiline
- > 'Evolve' Broadband Internet
- > NEC SV8100 Communications Server
- > Business Mobile Broadband

Benefits

- > Fixed monthly costs for included calls and data
- > Bundling discounts due to multiple services with Optus
- > Scalability of business-grade Multiline services
- > Complete in-house training on NEC equipment
- > Fast, reliable business grade Internet services
- > Business grade support for all services

Tadano Oceania's phone system has evolved from a group of four mobiles to a whole-of-business solution that can communicate at all levels – fixed, mobile workforce and within the office – and is mobile broadband enabled.



Tadano Oceania provides cranes, spare parts and services to industries across the Oceania region, including Australia, New Zealand and Papua New Guinea. It is a wholly-owned subsidiary of Tadano Ltd, one of the world's largest manufacturers of hydraulic cranes serving about 90 countries.

With such a geographically dispersed customer base, Tadano Oceania requires highly efficient communication systems to ensure its staff are responsive to customer needs.

In June 2010, Tadano Oceania opened an office in Brisbane, Queensland. Staffed by 10 employees who undertake a range of tasks from logistical and distribution functions to office administration, Tadano Oceania identified its Brisbane operations

required a communications system that offered mobility, flexibility and cost efficiency, supported by high speed mobile internet services and mobile fleet

Mobility is key

To do their job successfully, Tadano Oceania's staff are required to travel frequently, making mobility key to the organisation. Peter Shelton, Operations Manager, Tadano Oceania, said: "Our business is very mobile – we spend considerable time on the road and need the ability to receive calls, log into our computer system remotely to access our network files, and send and receive emails no matter where we are."

Optus partnered with NEC Australia to supply Tadano Oceania with an end-to-end communications system that would provide greater flexibility and mobility for its operational needs.

Tadano Oceania deployed NEC's SV8100 Communications Server which was integrated with Tadano's mail exchange, mobile phones and intra-office communications. The SV8100 provided Tadano Oceania with a robust, feature-rich solution offering reliability to meet the company's communications requirements and scalability to grow with the company in the future.

"People can now reach our staff at anytime, wherever they are. The SV8100 has allowed our fixed lines to automatically transfer to mobile phones enabling our sales and product support personnel to be contactable when they are out in the field.

"NEC also provided our staff with full in-house training, helping to ensure they understand all of the functions available on the new system, such as the ability to transfer and hold calls and send calls direct to mobiles."

'yes'
OPTUS

BUSINESS

“Throughout the process, both Optus and NEC have done everything they said they would do ... and the systems and equipment that were put in place have met all our business needs.”

Peter Shelton, Operations Manager
Tadano Oceania



In addition, Optus provided Tadano Oceania with Optus Evolve Broadband internet. This service provides the organisation with business grade, professionally installed ADSL 2+ service with public static IP addresses, running off the Optus Evolve network.

Optus Evolve Broadband internet provides reliable, flexible, scalable and cost effective internet connectivity. Its single online reporting platform provides vital statistics to monitor network performance. It also offers fast and reliable business-grade internet services and simplified billing, with accurate and comprehensive bills.

Tried and true

“We did compare different vendor offerings when looking to establish our communications systems, but Optus stood out from the crowd. “One of the key elements that led us to Optus was the fact that we knew Optus through previous relationships on our home phone and internet services, giving us the confidence the company could provide a competitive and reliable service.”

Listen and deliver – Optus and NEC walk the talk

The total communication system has proved successful for Tadano Oceania. Peter was particularly pleased with the way Optus listened to its needs when developing the service. Potential solutions were discussed and, when the right solution was selected, Optus implemented it quickly to deliver on its promise.

“Throughout the entire process, both Optus and NEC have done everything they said they would do,” he said, “the systems and equipment provided have met, if not exceeded all our business needs and expectations.”

For Tadano Oceania, Optus and NEC prove a winning formula.

Empowered by Innovation

NEC

**‘yes’
OPTUS**

BUSINESS