



TELSTRA, VIC, AUSTRALIA

THE CLIENT

Telstra is Australia's leading telecommunications and information services company. Telstra operates the Victorian TaitNet MPT 1327 trunked StateNet Mobile Radio (SMR) network, which supports both government and commercial customers across 96 percent of the state. Tait also provides Telstra's Australia-wide TaitNet MPT 1327 trunked Fleetcoms network, which provides metropolitan coverage to two-way radio users working in utilities, government and general business sectors.

Tait has a long-standing relationship with Telstra to supply and support Victoria's SMR and Fleetcoms networks.

SITUATION

Organizations using the statewide Victorian SMR and Australia-wide Fleetcoms networks wanted access to their own vital call data records to help them increase the efficiency of their operations.

Tait was chosen to provide a network reporting tool that would enable these organizations to access their critical network information for their business and operational analytics.

RESPONSE

Tait developed the Telstra Hosted Online Reporting (THOR) application that generates custom web-based reports from call records for key Telstra SMR and Fleetcoms network customers.

THOR is secure, easy-to-use and designed primarily for Telstra's public safety customers to provide direct access to a range of real-time wireless network information.

THOR can deliver information in three parts:

1. Call log information
2. Individual network activity
3. Real-time visibility of incidents and planned events

Web-based access for the tool was chosen over proprietary methods in order to reduce overheads for customers and allow flexible, yet highly secure, accessibility. Network data is housed locally in Melbourne on Tait servers, providing high-level resilience and load balancing to meet Telstra's requirements.



LOCATION

VIC,
AUSTRALIA



EXPERTISE

NETWORK
OPERATOR

SOLUTION OVERVIEW

- ▶ Telstra Hosted Online Reporting (THOR) application
- ▶ Supply and support for the Victoria SMR and Australia-wide Fleetcoms networks

BUSINESS BENEFITS

- ▶ Improved customer service offerings
- ▶ Greater level of transparency with service level agreement reporting
- ▶ Greater operational efficiency and effectiveness with automated reporting



Brett Smythe, Tait Managing Director, Asia Pacific, said, “Large multi-agency mobile radio networks require highly-capable tools for management, reporting and operational analytics.

“The new THOR application builds on an already-successful partnership between Tait and Telstra, and we continue to work closely with them to provide reliable, large-scale managed services and innovative communications solutions which unlock meaningful results for government agencies,” concludes Brett.

This application includes secure access, 24/7 Tait help desk support and service level agreement reports.

OUTCOME

THOR allows customers greater visibility of their network data against key performance indicators, such as fleet traffic volumes and call statistics, while enabling them to identify potential areas to improve communications efficiency and generate customer-specific audit reports, all from a central, secure and convenient web-based platform.

THOR was rolled out to Victorian agencies operating on both the SMR and Australia-wide Fleetcoms networks in 2011.