

“Providing our customers with the service guarantees they need means we have to be in complete control of our connections. VectorFibre Optical Transport Network (OTN) gives us full management visibility of the service at all times.”

Deborah Homewood, CEO Pacnet ANZ

The right connection for an international grade carrier



Pacnet is Asia's leading independent telecommunications company providing advanced IP, data, voice and integrated communications to thousands of customers in more than 13 countries. At the heart of this service is Pacnet's self-owned 36,000km subsea cable infrastructure. Designed to provide up to 10.24 Terabit per second capacity, their network sets a very high standard for local operators to match.

The challenge

“The VectorFibre solution gives us huge bandwidth capacity, scalability and full management visibility at all times. It's the option that gives us the confidence to know we have the answer, no matter what the future needs of our customers prove to be.”

Dave Pearson
Pacnet National Sales Manager

With a rapidly growing – and increasingly demanding – customer-base in New Zealand, Pacnet demanded more bandwidth than ever. They also needed to be able to guarantee service levels for some very important global customers.

“International carrier bandwidth is doubling year on year and we must keep ahead of the curve,” says Dave Pearson, Pacnet Sales Manager.

“We have built our business and our reputation on providing outstanding customer care for all kinds of businesses, from SMEs to huge corporates, so we must offer flexibility and reliability that exceeds our customers' expectations.”

“As we experience increasing growth, it's become quickly apparent our requirement of increased bandwidth comes with a need for real service management transparency and of course it has to be a cost-efficient solution.”

Business need

As an international telecommunications carrier, Pacnet has to provide a service that meets its customers' needs for security, reliability and flexibility. But it also has a business imperative for cost-effectiveness and long-term stability in a competitive market.

The VectorFibre solution delivers. “It's not overstating to say that VectorFibre's OTN service actually changes how telecommunications are provided in New Zealand – and it's to our benefit. It's a true open access network and lets us satisfy both the business and customer demands,” says Dave.

“We have dedicated connectivity for customers and between our sites, with complete management transparency. All our data is transported through the VectorFibre network, but under our control.”

“We’ve also worked with Vector Communications for years and the confidence that gave us was worth almost as much as the OTN service itself to us.”

“Our customers are pleased with a service that delivers on the performance promises Pacnet makes globally.”

Solution

“We’re set up for future growth too, thanks to a dedicated data transport service that will deliver up to 40 Gbit/sec between two locations at any time.”

“Utilising VectorFibre’s OTN gives us virtually unlimited capacity for our clients. The OTN is an incredibly powerful core network as a service”, says Dave.

“The open access model is transformational. Rather than having to buy packaged services in a bundle, we can use the VectorFibre network as and how we require. This means it’s virtually free of any limitations in terms of services and applications, so we can run high speed SDH and Ethernet over the VectorFibre OTN core, and we have the confidence to handle all the traffic our clients care to throw at us, whilst offering unique, customised solutions for those clients.”

How does it work? Specifically, a 10 Gbit/sec ethernet service built on the VectorFibre OTN platform was established between key strategic points in central Auckland. Vector’s network is the only all fibre network with **direct access** to the Southern Cross cable, enabling the high capacity international data transport Pacnet provides to its customers.

Running over the OTN allows aggregation of traffic and multiple customer connections on a single fibre. Each service runs on its own optical wavelength, providing dedicated connectivity, carrier-grade (99.999%) reliability and complete security for customers.

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Key results

Today Pacnet is carrying more international traffic to and from New Zealand and offering its customers continued reliability and enhanced accessibility. It also has a clear upgrade path to the future, with up to 40 Gbit/sec and beyond, available whenever their customers’ need.

The last word has to go to Dave Pearson, “Yes, we’re more than happy with the flexibility, but what’s more important is what our customers think. And they are pleased with a service that delivers on the performance promises Pacnet makes globally.”

Downloads/Links

www.vectorfibre.co.nz

Why Vector Communications

“For Pacnet the choice was simple. VectorFibre OTN remains the only technology that can deliver the flexibility and capability we need. That it’s provided by Vector Communications is a powerful bonus. There’s an understanding of our needs that we simply couldn’t find elsewhere.”

“Add to that the reliability of the network, and responsiveness of the Vector Communications team and it is a winning combination,” says Dave.

About Vector Communications

Vector Communications is a fibre-optic network operator owned by Vector. The VectorFibre network covers businesses in Auckland and Wellington, with direct connection to the Southern Cross cable, New Zealand’s fibre-optic link to the world. For more information on using a direct fibre connection to help your organisation grow and realise its potential, call Vector Communications on **0800 826 436**, or visit www.vectorfibre.co.nz.