

## Our Telekom ISP Upgrade

### EXECUTIVE SUMMARY

#### OUR TELEKOM

- Telecommunications Company
- Located in Solomon Islands
- Services 3200 regular ISP customers
- Providing ISP and telephony services to individuals, businesses and government clients

#### CHALLENGE

- Improve speed and reliability of Internet services
- Manage multiple plan types and user authentication
- Enhance mail experience for users

#### SOLUTION

- Replaced old RADIUS server and installed current software
- Replaced DNS server, configured and migrated existing data to new server
- Installed Tarka, NetCraft's ISP management system, to provide authentication services, billing services and a web interface to manage ISP configuration
- Installed new web based mail tool and implemented suitable spam filtering

#### RESULTS

- Faster, more reliable Internet access
- Easy to administer system
- Reduced customer support cost
- Follow-on partnership between Our Telekom and NetCraft Australia



### Background

Our Telekom is a major provider of telecommunications services in the Solomon Islands. They provide telephony and Internet services as well as television to the many islands that make up the Solomon Island country.

Within the ISP division of the business, Our Telekom services in excess of 3200 regular users and 1100 casual users per month across the personal, business and government sectors.

### Challenge

With the goal of providing "... a level of service comparable to the best" Our Telekom engaged NetCraft to assist in improving the performance and reliability of their existing ISP business.

Additionally, the team at Our Telekom was looking to update their service plan types. They needed a system that would allow them to easily add new plans, modify existing plans, and support the plans

already in place. They also needed a system to manage users, track data usage and generate billing data.

Another item on Our Telekom's agenda was to improve their mail system so that their customers experienced a faster and more up-to-date mail service.

Our Telekom have an existing system that services a large user base so it was imperative that any changes that needed to be made to the system had a minimal effect on the continuity of service for the ISP customers.

### Solution

Engineers from NetCraft Australia travelled to the Solomon Islands to perform a detailed analysis of the Our Telekom system. After completing the system analysis a proposed plan was discussed with Our Telekom.

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It was agreed that the existing mail, RADIUS and DNS servers would be replaced to improve the systems' performance, and that NetCraft's Tarka ISP Management System would be installed as a management tool for a number of ISP functions.

Tarka, a complete ISP management and billing system, was installed to provide a web based interface to manage a number of Our Telekom's ISP services. Features used by Our Telekom include: user creation, user authentication, billing, and plan management for pre and post-paid ADSL, dial in and wireless access.

Although Our Telekom did not request an interface to perform ISP level domain hosting services, Tarka includes this feature. Since seeing this management interface Our Telekom now utilise Tarka to handle all ISP level domain hosting services.

NetCraft delivered two physical servers that were configured as a number of virtual servers. They act as the new DNS, RADIUS, Mail and Tarka servers, and are set up to include service redundancy so that there is minimal service interruption if a single server fails. To minimise travel costs a significant amount of work was carried out on the servers in Adelaide, Australia before they were shipped to Our Telekom. Engineers then travelled to the Solomon Islands to install the servers, complete the configuration, carry out data migration, and seamlessly cut-over to the new servers. Tarka training was delivered to a number of Our Telekom employees by NetCraft engineers during the time they were on-site.

Investigation of the mail server revealed that the server performance was being severely affected by the large amount of spam being received. A spam filter was installed and this immediately reduced traffic to the mail server. To provide mail users with a more up-to-date mail experience a new web mail interface was installed.

## Results

"With the upgrade to the Tarka Management System, all of the major Internet and email problems we experienced in the past have been solved!" Mr. Loyley Ngira, CEO of Our Telekom, said. "Our helpdesk has received less calls for support which has allowed us to limit our 24/7 helpdesk to only 16/7, resulting in reduced cost of support".

The team at Our Telekom have found the Tarka ISP management and billing system to be "user friendly when provisioning, managing and supporting customers". This coupled with the "excellent usage and billing reports" has made the day-to-day running of the ISP more efficient.

Our Telekom is very pleased with the service that they have received from NetCraft. "We have had excellent support from NetCraft engineers" said Mr Loyley. "We have been so impressed that we have engaged NetCraft to work with us on other improvement initiatives for our business".

## NetCraft Background

NetCraft Australia provides IT solutions to organisations in a wide range of industries from mining to education, from government to automotive. Our Systems Engineers have demonstrated experience in providing complete solutions including requirements identification, design, installation, user training and post installation support. Our team can manage your project from start to finish, or we can work with you on any phase of your project.

We are dedicated to developing long term relationships with our customers. We work with you to understand your business goals so that we can provide you with the infrastructure and technologies that will support your business not just now, but into the future.

## Contact Details

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