

# Thomas Duryea Logicalis delivers mission-critical network for ESTA

**ESTA (Emergency Services Telecommunications Authorities) provides a range of emergency services (fire, police, SES and ambulance) to approximately five million Victorians and has statutory accountability for handling Triple Zero calls in Victoria.**

## Challenge

ESTA manages the complex and scalable managed service contracts for Victoria's Mobile Data Network (MDN), Metropolitan Mobile Radio (MMR) and Emergency Alerting System (EAS) besides call handling and dispatch.

Over the years, the network had largely evolved rather than been designed for growth. The increase in call traffic, additional agency responsibilities, strong forecasted population growth and relocation of one of the three data centres created a need to review and upgrade the network while maintaining its existing core operations. In 2010/11 ESTA managed 1,972,539 emergency (000) and non-emergency calls. This represented a call every 16 seconds, leading to 1,472,393 dispatches requiring an emergency services agency response.



## Solution

ESTA requested consultancy for the upgrade and replacement of their existing WAN with a new "Layer 2" WAN service provided by Telstra, at three metro and regional data centres. It also needed to support mission-critical business as usual at its Network Operations Centre (NOC). Finally, the new network, based on Cisco hardware, needed enough scale to support ad hoc surges in demand as required by ongoing projects.

## Benefits

Thomas Duryea Logicalis (TDL) delivered the project over a six month period in late 2011, with 600 ESTA operations staff using the network continuously during this time. It also delivered the network in time for the relocation of the data centre in order to avoid additional costs. Complicated in itself, the new data centre needed an entirely new design, new physical cabling, testing, production and support. TDL provides maintenance and 24x7 management for ESTA's network ongoing.

"Given ESTA operates 24/7 emergency support, there was categorically no room for failure or error during this project. Many components contributed to its successful delivery, including our internal teams and the network itself," said Mark Powell, Manager Technology at ESTA. "From the external perspective, TDL provided precisely the right technology and consultancy to support us in executing a seamless project with multiple government and public stakeholders. That's no mean feat. The best result we need is no downtime and absolute quality of service to ensure the public can be assured of emergency services at all times."