CASE STUDY

Tuatahi
First Fibre

Background

Tuatahi First Fibre (previously Ultra Fast Fibre) is New Zealand's leading pioneer for delivering world-class ultrafast broadband to communities across the Waikato, Bay of Plenty, Taranaki and Whanganui. Tuatahi First Fibre's vision is to revolutionise the way Kiwis communicate, work, play, learn, and are entertained online.

Tuatahi First Fibre's bold approach to energising New Zealand's digital future means that they are constantly striving for innovation as the status quo will never be good enough.

Industry
Telecommunications

IT Environment
Amazon Elastic Beanstalk, Amazon Textract

Solution
Cloud App Modernisation

Results
Resilient platform that automated the handling of crucial data

Reduced risk of service interruption and delays

Significant reduction in operation overheads

Enterprise Information Platform

Challenge
Tuatahi First Fibre (TFF) relied on an on-premise mailbox to host business critical communications that were integral to the facilitation of work and the collaboration of business units. This mailbox lacked an efficient index and search capability, was not easily scalable and was prone to human error.

Solution
With TFF's business agility and continuity highly dependent on the availability and use of this information, Tuatahi First Fibre engaged The Instillery to deliver a cloud-based storage solution that leveraged automation to significantly improve the extraction and utilisation of business critical data.

To deliver this, The Instillery used Amazon Elastic Beanstalk to develop custom software that ran on Windows Server EC2. This application moves exchange communication data from the exchange server into AWS object storage (AWS S3). To assist with the search and extraction of data, The Instillery leveraged Amazon Textract & Elastic Search to incorporate a fully managed machine learning service to identify, understand, and extract the necessary data for TFF staff.

Result
Tuatahi First Fibre's Enterprise Information Platform provided them with an automated, robust, and trustworthy integrated data storage and retrieval system that enabled more seamless interactions with their business units and management of customer work orders and data.

By moving crucial business processes and data away from single points of failure, The Instillery was able to significantly reduce the risk and impact associated with Exchange failures. We also incorporated machine learning to provide TFF staff with access to data that was previously locked away whilst also enabling them to save significant time and money when delivering on their vision.