Case Study

infrastructure protection

macquarie TELECOM

"TZ Centurion's resilient reputation met our highest standards of accredited security."

As Australia's only integrated Managed Hosting, Cloud and business-only telecommunications company, Macquarie Telecom recently opened its world-class $60M IntelliCentre 2 data center in North Ryde, Sydney. In recognition of its exemplary design and implementation, IntelliCentre 2 was the first data centre in Australia to receive Tier III Design Certification for 100% uptime during maintenance. The data centre also boasts global top-tier levels of service and cyber-security with certifications including ISO27001, ASIO T4, and DSD Gateway Certification.

Macquarie Telecom's emphasis on delivering superior customer service, through developments like its $5M Sydney-based MacquarieHub contact center, has seen it receive numerous international accolades including "Best Customer Care" at the 2008 World Communication Awards. IntelliCentre 2 was designed to allow 24/7 accessibility for ultimate customer accessibility; however, the granting and organising of physical right-of-entry remained a manual process.

Macquarie Telecom employed TZ's Centurion System as a solution platform for cost-effective, highly efficient and secure customer access, with the commitment to roll out TZ's solution on at least 95% of IntelliCentre 2's total cabinet deployment.

The TZ Centurion System provides access control for physical security and environmental monitoring, offering users the ability to manage systems remotely based on each asset's unique IP address. With the support of TZ, Macquarie Telecom integrated TZ Centurion into their MacquarieView customer portal, extending customers' ability to manage their IT infrastructures with real-time performance visibility to include physical access, monitoring and reporting at a granular level.

With the integration of TZ's solution, customers are now able to remotely audit and schedule visits to their cabinets. The solution also supports IntelliCentre 2's rigorous on-site security procedures for true end-to-end electronic management,
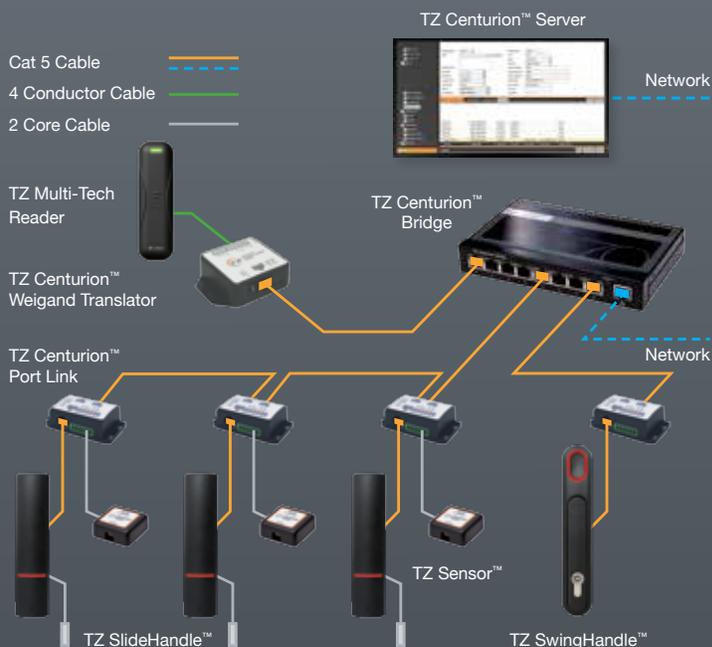
TZ Centurion™ Server

TZ Centurion™ Bridge

TZ SlideHandle™

TZ SwingHandle™

Cat 5 Cable
4 Conductor Cable
2 Core Cable

TZ Centurion™ Server

Network

TZ Multi-Tech Reader

TZ Centurion™ Weigand Translator

TZ Centurion™ Bridge

Network

TZ Centurion™ Port Link

TZ Sensor™

TZ SlideHandle™

TZ SwingHandle™

Centurion System

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including dual-factor biometric man-traps and key-only access to locked server racks. Operating in conjunction with the Lenel Building Access Control system, the upgrade to the networked and centrally-controlled TZ system has also simplified operational process and procedures used to manage independent locks.

"Our emphasis on data security has already seen us granted ASIO T4 and DSD Gateway Protected status as one of the country's most secure hosting providers," said James Mystakidis, General Manager of Hosting, Macquarie Telecom. "IntelliCentre 2 employs multiple security measures to enhance physical and cybersecurity, and we see the TZ Centurion solution as a critical part of this portfolio. TZ Centurion's resilient reputation met our highest standards of accredited security needed for critical application hosting and the protection of IT infrastructure and intellectual assets."

Since opening of the IntelliCentre 2 facility in early June, over 200 racks have already been deployed with TZ SlideHandles. Given the size of the facility, TZ is looking forward to significant deployments over the next 12 to 24 months. With the successful implementation of the system, Macquarie Telecom is now exploring the potential to retrofit the TZ solution at their existing facilities across Australia.

Macquarie Telecom

Macquarie Telecom is Australia's only integrated Managed Hosting, Cloud and Telecommunications Company focused solely on mid-size businesses, corporate IT and government. Working with and supporting some of Australia's best-known organisations, Macquarie Telecom is a full service hosting provider offering managed dedicated servers, managed co-location, and managed private, hybrid and public clouds. Macquarie Telecom's fully owned, Australian based data centres are the most secure and accredited data centres in Australia with ISO27001, PCI Compliance, DSD Gateway and ASIO Intruder Resistant accreditation. These offerings are underpinned by world-class customer care which is delivered by their fully owned and managed customer service center, MacquarieHUB. Combining Business-Grade Full line (Voice, Data & Mobile) Telecommunications with Hosting services to offer truly integrated end-to-end communications solutions, Macquarie Telecom is best placed to help transition organizations to the new online NBN era, enabling greater agility and growths.