



CLOUDEARTH

TAYLOR FRY

Taylor Fry is an analytics and actuarial consultancy, advising a range of government and corporate clients in Australia and New Zealand. The Taylor Fry team are a diversified group of creative thinkers, including physicists, engineers and computer scientists, and, with offices in two countries comprising almost 100 staff, they need a telephony partner to ensure seamless connection every day at any hour.

An enduring partnership

Following a successful first project in 2014, Taylor Fry has now partnered with Cloud Earth on several IT infrastructure assignments. Taylor Fry's IT manager Thomas McCosker says it's Cloud Earth's technical skills, understanding of the firm's needs and professionalism that set it apart. "I always receive excellent support and response – whenever I need it, I can get in touch with somebody at Cloud Earth who is across what is happening with our projects and our support contracts," he says. "Cloud Earth's engineers are also extremely skilled, and they really know their stuff when it comes to networking."

Troubleshooting in Australia

That first job in 2014 saw Taylor Fry migrate away from its on-premise PBX phone system to a cloud-hosted VoIP PBX. Cloud Earth's technical team devised an intelligent multi-stage process to make the change and set the scene for an enduring collaboration.

"Three years later, we relocated our head office and contacted Cloud Earth to facilitate the move," Thomas says. "In a tight timeframe, Cloud Earth engineers proposed and designed a new architecture, including upgrading our network links."

The work included interconnection between Taylor Fry's Sydney and Melbourne offices, and fibre connection out to the internet.

"Cloud Earth's architecture was great," Thomas says. "The team helped with the technical implementation, from the network design and setup through to the switch and routing configurations." As part of the office move, Cloud Earth installed a new Wi-Fi network, network controllers, and guest Wi-Fi access across the Sydney and Melbourne offices.

New Zealand solutions

When Taylor Fry relocated its Wellington office and a direct link wasn't feasible, Cloud Earth engineers set up an IPsec VPN tunnel from Wellington to the Sydney environment. This extended the network from Australia and enabled Taylor Fry's Wellington office to run off the same WiFi network.



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Thomas McCosker, IT manager, Taylor Fry

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Always looking for a
better way to do things

“Cloud Earth sent an engineer over to our Wellington office to set this up and it has been really stable, considering it’s going over the public internet,” Thomas says. “Cloud Earth has also set up our backup environment, moving us from legacy tape-based backup to a direct-to-disc system, as well hosting our monitoring platform, which operates around 1,300 sensors over our entire network.”

Microsoft Teams benefits

More recently, Cloud Earth has worked with Taylor Fry to migrate all its telephone extensions to Microsoft Teams.

“The project has gone well,” Thomas says. “Our telephony is more efficient because we no longer need multiple applications to run our phone system. Staff are no longer reliant on their legacy laptop softphone. Everyone can make and receive internal and external calls through the one Microsoft Teams app on their phone or their computer.”

This means Cloud Earth still supports Taylor Fry’s phone system, just on a different platform. As part of the upgrade, Taylor Fry transferred its Microsoft 365 licensing to Cloud Earth.

“I believe we’ll see even more benefits when staff are back in the office more regularly and out on client sites,” Thomas adds. “The other benefit of Microsoft Teams is that it provides us with more control over mobile number visibility. Staff no longer need to share mobile numbers. They can give someone their extension, and the call will come to their mobile.”



Pandemic relief

Over the years, Taylor Fry has experienced many benefits from its partnership with Cloud Earth, and particularly with the challenges of COVID-19.

“We saw a huge benefit from the network that Cloud Earth designed for us during the pandemic,” Thomas says. “Unlike many other organisations, we were able to switch over to remote working without any problems. This was due to our network being adequately specified, with enough licences, the right technology, and the right security infrastructure to support the network. Without the resilience of the Cloud Earth network, we would have suffered many more issues during relocation.”

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