

Fabric Helps Fuel Growth at Fastcom

Technology Needs

- Network automation around a highly complex, reliable, flexible, secure and scalable IP network.
- Ability to embed and automate business rules with zero-touch provisioning.
- Efficient and rapid onboarding of new capacity and capability to support customer demands.

Extreme Solution Components

- ExtremeSwitching™
- ExtremeFabric™

“With Fabric, we’ve removed a large portion of the risk profile around change control ... everything we do is about efficiency, everything is about time. We are doing more work faster and engaging with our customers more efficiently with a far lower risk of technical change. When we exude confidence, our customers absorb that like sponges, and they are confident as well. We’ve got the right mix of technology and the right vendor sitting behind us, and that’s a pretty important outcome for Fastcom.”

Daniel Kinross, CTO, Fastcom

“In a traditional networking approach, you think about the time on task. You would easily spend three quarters of a day to configure a VLAN layer, provisioning, trunk ports, just to get to the point where you could start deployment of systems. These days we don’t have any of that across our core network and my team and our customers are spending less time on technical changes. Fastcom’s ability to get things done promptly continues to be a key differentiator and a win, win for both existing and new customers.”

Daniel Kinross, CTO, Fastcom

Fastcom is a managed services provider focused on end-to-end IT and telecommunication services for business customers across New Zealand and Australia. The backbone of Fastcom’s business is its network, which supports thousands of customers and delivers the full gamut of IT services – networking, security, cloud, business continuity and more.

In 2019, Fastcom embarked on a new strategy to expand its business and diversify its customer base. With a heavy emphasis on growth, Fastcom needed to be able to onboard new customers, provision and manage their network, and deliver new services in an efficient and cost-effective manner. With its business outgrowing its network, Fastcom realized it needed to upgrade beyond its existing infrastructure and find a simpler approach that would give them the ability to roll out new services seamlessly while providing the confidence that there would be no service degradation.

Fastcom chose to move to a Fabric-based network from Extreme, providing them with the flexibility, automation and security needed to expand their service. With Fabric, Fastcom could build a network free of the limitations of traditional network designs, allowing them to move faster and focus the efforts of their staff on customer service, not day-to-day network management and configuration.

As the company continued to expand, Fastcom put its network to the test with the 2021 acquisition of Sietec New Zealand. Overnight, Fastcom needed to plan for its customer base to double, with all new customers needing to be moved on to the Fastcom network. Originally planning to accomplish the acquisition of Sietec customers over a one-year period, Fastcom was able to onboard all customers in just four months, with no loss of service or downtime for any customer.

“When we made the Sietec acquisition, that’s a business with the same size as Fastcom ... for us to cut it over onto our network in under four months, with no impact to the clients – they didn’t even know it was happening. With everything else going on with a merger and acquisition, thousands of customer endpoints were onboarded seamlessly.”

Dean Cates, CEO, Fastcom

Results

Agile Networks for a Growth Business

- Reduced customer onboarding across the network from weeks to days.
- Extreme Fabric Connect enabled significant business growth without having to increase network management resources.
- Fastcom was able to onboard all of Sietec’s customers in 4 months instead of a full year.

Redeploying Resources

- Fabric’s automation eliminates the need for Fastcom’s staff to focus on laborious network management and configuration.
- Fastcom’s small staff can focus on delivering value to the business and customer service, as opposed to network maintenance.

Change Control

- Improved capability and competitiveness to deliver new services quickly and win business.
- Secure and resilient network architecture gives Fastcom’s staff the confidence that they can move quickly on critical projects without risking their security posture