



If ETSL had an unreliable data centre, we'd all end up paying.

Client: ETSL (Electronic Transaction Services Ltd).

Business: Retail financial transaction switching: EFTPOS, credit cards, etc.

Problem: The need for a new, more reliable data centre.

Solution: The TelstraClear data centre in Albany was upgraded to ETSL's standards.

Outcome: A seamless and "invisible" day-to-day operation.

There can be no doubt that we're a nation of card swipers. New Zealanders have taken to electronic funds transfers like no one else and ETSL has the numbers to prove it.

The larger of our two electronic transaction facilitators, ETSL is jointly owned by several of the major trading banks. Every day it handles an average of 1.5 million transactions. At the peak Christmas period, those numbers translate to 100 transactions every second. That's 1600 transactions since you started reading this article.

This preference for plastic over paper has only occurred because of the faith New Zealanders have in the country's reliable and convenient integrated payments network. How reliable? Well, for five of the last seven years ETSL has finished first or second in the International Tandem User Group Award. That amounts to a Gold or Silver medal in the Uptime Olympics. No one else has a record that good. ETSL has been single minded about ensuring the network was not a limitation to customer service. The endorsement continues, with ETSL's Richard Tims recently named CIO of the Year by Computer World.

So when ETSL's business required a new data centre, the word "thorough" didn't really do justice to the process. They commissioned an independent consultant to conduct a blind tender, and the extensive documentation that returned resulted in three options for in-depth analysis. One of them was something of a surprise.

TelstraClear was soon the first name on the list.

ETSL was unaware that TelstraClear had a data centre solution in New Zealand. They soon learned that not only did TelstraClear have one, but it was a future-proofed and state-of-the-art facility.



ETSL's CIO, Richard Tim, visited all three personally. "It was evident that the TelstraClear team at Albany who took us around knew the place back to front. The centre was one of the tidiest I've seen to be honest- it looked modern and well-kept. You get a good feel for people and they certainly looked on top of their game. It felt as if they've made a substantial investment in the future."

We responded to ETSL with major enhancements.

Richard still had two particular issues. (This, of course, is why his company wins international reliability awards.)

"We look very closely at points of failure to minimise any negative impacts to our business. It was an excellent facility but we had specific concerns around gas fire suppression and electricity supply issues. We needed to know there was a resilient back-up and an alternative solution to meet our requirements."

The ball was back in our court. The way we saw it, there was no choice. Richard needed a demonstration of our commitment so TelstraClear undertook to install an extensive gas-driven fire suppression system and an enhanced mains switchboard configuration, which added yet another level of back-up. It seemed to do the trick.

ETSL was convinced. "It was a very good facility, so we worked with TelstraClear to address the issues highlighted and agreed on a mutually acceptable way forward. I think it spoke volumes for the commitment they had and the fact that TelstraClear did see themselves being in it for the long haul. We came away feeling really confident that this was the right facility for us."

We made sure that implementation was just as smooth.

"The switch over began in November 2003 and was completed in June 2004 with a bit of tidying up after that. The Project Manager was terrific. We had the confidence that he would make it happen. You didn't need to do lots of follow-up, because it would always be done. If he was asked to do something he would always respond quickly. That's what we needed because we really didn't have the luxury of time. Things were very tight, because within the switch project there were six other mini projects. It was a massive task.

"Since then, things have run really well. As a data centre the best thing is that it disappears. I don't need to know about it, that to me is the indication of success. I'm not constantly hearing from the guys that we need to go out there and fix up this, or the cables on the floor are coming up or there's maintenance going on all the time. It's like going to the light switch and turning it on knowing that there's electricity there. It's the same for us at the data centre. It's not like a conventional relationship with a telco."

All of which is as reassuring for us as it is for Richard, for the retailers who deal with ETSL and for the millions of New Zealanders who are rapidly turning us into the world's first cashless society.



For more information, call us on 0508 55 66 00 or visit www.telstraclear.co.nz

TelstraClear

Now's Good