



SPEEDING UP SERVICE WITH SECUREME

"We have over 300 service stations and truck stops throughout New Zealand and the faster we can serve our customers, the smaller the queues, the better our service, and of course the increased likelihood of repeat business."

Vance Anderson, Site Systems Manager, Z Energy

Behind the Business

Z PUTS THE SERVICE INTO SERVICE STATIONS

Thanks to SecureME solutions from Spark.

Zippering in and out to get petrol is a necessity these days. And waiting in line to pay is one headache busy drivers do not want to face, says Z Energy's Site Systems Manager, Vance Anderson.

"Our previous site technology was ageing and was not allowing Z to offer the speed of service our customers told us they wanted," says Vance.

"For little effort and a set monthly fee it connects our branch network with our head office, and it provides us a fast and secure internet connection."

Vance Anderson, Site Systems Manager, Z Energy

A modern, secure connection

In a \$12 million project to overhaul the company's retail ICT, Z embarked on a two-year project that included modernising its network products. Vance says it was a natural choice to partner with Spark for this.

"We have a long standing relationship with Spark. They supply us with hardware such as store PCs and bar code scanners, and they are our preferred provider for networking and telecommunications.

Spark worked hard to understand our specific requirements for this upgrade and came up with a network solution that would fit our needs."

A solution called SecureME was the best option, says Vance.

The latest generation benefits

Vance says SecureME allows Z to manage the quality of service through a cloud-based management interface.

About Z Energy:

- 300+ service stations and truck stops in operation.
- Z Energy has 17% share in Refining NZ and 25% share in Fly Buys.

"We can manage configuration centrally - for example we define rules to prioritise customer interactions such as EFTPOS, as opposed to background tasks such as software upgrades.

Also, we get protection from external threats and can restrict internet access to the websites that are core to Z's business operations," says Vance.

Vance explains that SecureME gives Z additional peace of mind as it provides a 3G safety net should the ADSL internet connection be affected, allowing the network to switch over to the Spark mobile network without disruption to services.



A partnership approach

While Spark provided all the hardware and the ADSL network connection, it worked with Z's software provider Fusion Transactive and maintenance provider ECL Technology for the architectural design, configurations, and implementation.

"Spark worked with ECL to ensure they could remote-in and fix most issues at service stations or truck stop sites without needing a technician to hop in a van and travel to the site, which of course is not a very efficient use of time," says Vance.

Project Manager for Z's ICT overhaul, Andrew Stewart says that all three providers worked in partnership to deliver an up-to-date, cloud-based solution that is helping Z put the service back into its service stations.

Andrew says that it is a testament to SecureME's value that Z is engaging Spark to provide the service to an additional 50 Z airfield sites throughout New Zealand. The sites are where Z provides an aircraft refuelling and point of sale service.

About SecureME

- A cost-effective and secure way to connect sites and users to each other using secure VPN's, and to connect to the internet for staff and guests
- The simple-to-use cloud interface allows you to view and manage all sites, users, configurations and upgrades remotely, backed by 24/7 support and fault restoration
- Secure protection from viruses and malicious attacks, from the ICSA certified firewall, web content filtering, policy enforcement, reporting and alerting enabled by the ICSA certified firewall
- Reliable connectivity over broadband, fibre and Spark 3G. Includes automatic failover to the mobile network if broadband or fibre become unavailable

Choosing SecureME from Spark means choosing a people-centred solution that is simple, connected, flexible and secure.

If you're ready to create better connections for your customers, speak to your Client Manager or call us on:



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