



CASE STUDY

ORION AND MACA: A TEN-YEAR CONNECTION BUILT ON FLEXIBILITY AND RELIABILITY





“To be honest, we didn’t have a lot of options. But in the end, it didn’t matter, because we would be hard pushed to find a better solution than what Orion was offering,” - Harry Plange, IT Manager, MACA.

A MINING COMPANY STUCK BETWEEN A ROCK AND A HARD PLACE

In 2010 MACA were deploying and mobilising equipment and staff for new contracts in remote areas of West Australia. To enable their operations, they required communication capabilities. However, the incoming contracts were increasingly located in regions without any communications infrastructure or connectivity.

As a first port of call, Harry Plange IT Manager at MACA, contacted a major telecommunications company who were the provider of their office phone systems. Harry needed a flexible solution that could be scaled up and down or even shelved as needed. The contract duration was not confirmed. The only service this particular provider was willing to provide to MACA was based on fixed term contracts with no wiggle room.

The rigid offering was problematic for Harry and the MACA team. Whilst the communication infrastructure was not yet in place, it was highly likely that at some point it would be established but the MACA team had no way of confirming when.

This made it difficult for Harry to commit to a long term, fixed plan. He did not want to make any financial commitments to pay for a service that was no longer needed.

FLEXIBILITY THE FOUNDATION FOR A DECADE LONG PARTNERSHIP

Finding himself in between a rock and a hard place, a peer recommended Harry meet with Orion. Almost immediately it became apparent to Harry that the Orion offering was exactly what he needed.

“Very quickly, Orion solutions team confirmed they had the right solution for MACA. They explained that they would create a flexible arrangement providing four systems that we could use for as long as we wanted and then shelve the product when we no longer needed it,”

- Harry Plange, IT Manager, MACA.

In addition to finding Orion friendly and approachable, Harry found that the company was exceptionally accommodating with the needs of his business. Being flexible was part of the Orion offering.

A TEN-YEAR WORKING RELATIONSHIP

Since the initial partnership between MACA and Orion, the two companies have worked together almost continually on a dozen more projects.

“Since that first project, I think we have spoken with Orion on an almost weekly basis. We joke about giving them key cards to the office because they are here so often. We have relied on the Orion team to deliver connectivity for our projects and in every case, they have been reliable and flexible – much like the geo-remote connectivity they provide,” - **Harry Plange, IT Manager, MACA.**

The connectivity Orion provided to MACA has given them a competitive advantage in the market. Additionally, the scalability and flexibility of the solution has saved MACA from unnecessary costs.

THE PROCESS

Whilst the first project back in 2010 is now a distant memory for Harry, he recalls that the turnaround time of implementing the system was minimal. To set up the initial four systems, MACA needed additional hardware to establish the connection. Orion worked with a third party to source, transport and set up all the necessary infrastructure.

“We required military grade hardware. Once it was installed, MACA could deploy communication systems anywhere in the world within 24 hours. This was significant for us, it enabled MACA to be extremely flexible, which is one of our core business values and aligned so well with our overarching strategy,”

- Harry Plange, IT Manager, MACA.





PLANS FOR THE FUTURE:

With a ten-year relationship established, the team at MACA have no plans to stop working with Orion. The two companies are in regular contact and continue to work together on multiple projects. So much so that Harry considers the Orion team as an extension of his own staff.

“We definitely plan to continue our working relationship with Orion. This year we worked with them to activate an SCPC system which is a first for us as we previously have relied solely on shared services,”

- Harry Plange, IT Manager, MACA.

To find out more contact Orion.

WORDS OF ADVICE:

In Australia there are a growing number of industries that require reliable and flexible connectivity to enable their business operations. Harry's advice for anyone needing a geo-remote communications solution is simple, talk to Orion.

“Orion’s flexibility sets them apart from their competitors. It helps that they also have a very friendly team but the fact they listen and understand our needs has been such a positive experience. I dread to think how much money we could have lost had we been forced to go with the other major telcos,”

- Harry Plange, IT Manager, MACA.



LET'S CONNECT

CONNECTIVITY WITHOUT BORDERS BY ORION

Phone: +618 9225 7800

Sales: 1800 063 123

Support: 1300 880 663

Address: Level 2/16 Victoria Ave, Perth,
Western Australia, Australia 6000

Email: sales@orionsat.com.au

Website: orionsat.com.au