

## ● PARTNER PROFILE: PETONE NETWORK CONNECTS ACSDATA

When it comes to business focused Internet service providers, Advanced Computer Solutions (ACSDATA) are at the top of their game. But being an ISP isn't all they do - they also provide telephone services, server management, security services, VPN solutions, co-location, web hosting and more.

Based in Petone, ACSDATA's team of eight, led by CEO Daniel Giddens, pride themselves in the fact that any one of them has the ability to get the job done quickly and professionally. "My staff are involved with every aspect of the business," says Daniel. "Our customers know that when they need something done, they can talk to anyone here and it will be dealt with straight away."

"We've been in this business for nearly 10 years and have customers all over New Zealand and Australia, even as far away as Switzerland," says Daniel. ACSDATA puts their success down to their impressive suite of products which means their customers can get everything they need from the one provider. "We are averaging 40-60 percent savings on our customers' telco spend which is straight bottom line stuff," says Daniel. On top of that, we provide high quality services and products and we always deliver."

It was CityLink's low rates that led ACSDATA to use their services in the first place. "CityLink's prices can be a tenth of the cost

of other suppliers for a fibre service and that's what makes them so popular, along with the quality service they provide," says Daniel.

CityLink proved this to ACSDATA again recently when they re-located their offices to Petone. "The time it took CityLink to roll fibre out from Wellington to us in Petone was quicker than another vendor took to get from the road side and into a building in Auckland," recalls Daniel. "Once they got their fibre out to us (around 10kms) they crossed the four lane road in a single day and had the fibre terminated to us and connected to the CityLink network by the end of the next. You can't ask for better than that."



## 🔧 TECH TALK

Being a layer-2 access provider, CityLink's Metro Ethernet network comprises a large number of switches connected together in a complex mesh architecture. We use the Multiple Spanning Tree (MST) protocol to determine which backbone links are carrying traffic at any one time, in order to maintain a loop-free topology.

We often receive enquiries about the type and number of devices that a customer can attach to their CityLink port(s). In general, CityLink PublicLAN connections are limited to a single MAC address per port - normally the customer's border firewall/router. This is patched directly into the CityLink outlet, however some customers prefer to attach their firewall/router via an intermediary hub or switch, usually for router redundancy or some IDS/monitoring purpose.

In the past, we have used port security to lock one particular MAC address to a customer's switchport. This generally works well, although there is a relatively high administrative overhead and customers needed to contact us whenever they wanted to change the device attached to CityLink.

To address this issue, we are now progressively enabling "Secure Static MAC Address Aging" on our PublicLAN switchports. This

allows us to restrict the number of devices (MAC addresses) that we will accept frames from, without the need for the customer to nominate a particular address.

Here's how it works: The first MAC address identified on a customer's port gets added to the MAC address table on the CityLink switch as a static entry, with an aging-time of five minutes. Subsequent frames received from the customer with a different source MAC address will be dropped. If no frames are received from the static MAC address in five minutes, it will be removed from the MAC table. This process frees up space in the source MAC for the "next frame received" to take up its place - so be careful!

Further, if the Ethernet link between the CityLink switchport and the customer's device drops, any static MAC addresses on the port will age out immediately, allowing a customer to swap their firewall/router and obtain connectivity right away, without having to wait five minutes for their old MAC address to age out.

For more information, visit <http://news.clnz.net/2008/08/11#MAC-limits-on-PublicLAN> or call us on 0800 4 CITYLINK (0800 424 8954).

## PARTNER PROFILE

# Horizon Pacific covers NZ with help from CityLink

Established in 1998, Horizon Pacific began business life providing technology services to the real estate industry. Not content to leave it at that, their business has grown substantially in a number of different directions over the last decade. These days, Horizon Pacific is a 'one-stop-shop' for all things IT, including providing comprehensive ISP services, software, hardware, office equipment and IT management services.

Technology infrastructure is a competitive market, and Horizon Pacific put their ongoing success down to being able to provide their clients with a single point of contact for all their technological requirements. With nearly 50 full time staff and six offices around the country, they've got New Zealand covered.

As a larger-scale provider of IT infrastructure in New Zealand, Horizon Pacific needed a reliable platform to power their high-speed, high-volume services. So they talked to us. By using CityLink's powerful network, Horizon Pacific has created a business partnership that allows them to deliver their massive

range of products with ease.

"The CityLink network provides us with the platform we need to deliver our products and services," says Patrick Kershaw, business partner and owner of Horizon Pacific's Wellington franchise. Patrick says that the decision to work with CityLink was an easy one. "They give us the ability to access what's probably the best truly open access and competitive city-based fibre network in New Zealand," he says. "We just wouldn't work with any other provider."

"It's not all one way traffic in our business relationship with CityLink either, as we benefit from the new business opportunities that come from CityLink's network infrastructure as part of Horizon Pacific's extensive service," says Patrick.

That equates to new connections every month for CityLink, and Horizon Pacific are looking to build on this in the future.

More recently, we worked collaboratively with Horizon Pacific to deliver a business enhancement for Charter Financial Services Limited.



Patrick Kershaw

They used the CityLink network as a backbone to enable them to fully utilize a hosted platform and give greater power to staff wanting to work offsite. A good example of how good partnerships make for good solutions.



## FROM THE TOP: An update from Neil

I spotted an interesting billboard recently which said, "if you wish for rainbows, then get used to the rain". So

I reckon that all this recent rain is a sign that a lot of us are chasing our dreams and visions, or maybe it's just raining too much.

CityLink's vision is to deliver more services to more areas than we have done in the past. As part of the changes required to achieve this, we have been increasing our staff numbers and there's a bunch of new faces around the office. Most have filled

new roles and some have replaced people who have gone on to other opportunities.

Neil Martin and Esther Robertson have both started in the Sales team; Peter Brooking, Shaun Mauer and Mark Wylie have joined the Service Delivery team and Shane Jones and Mark Austin have joined the Engineering Services team.

Our expanding team represents our continuing business growth and our planned expansion moving forward. Once we fill all of the current vacancies, our team will be 40 strong. Having access to the experience and expertise of our new team members, combined with our existing crew, puts us in good stead as we continue to improve the way we do things and deliver value to our customers.

If you are interested in a career at CityLink keep an eye on the "current vacancies" section of our website: <http://www.citylink.co.nz/jobs/> or email me on [neil.de.wit@citylink.co.nz](mailto:neil.de.wit@citylink.co.nz).

- Neil de Wit, CEO



## NEW BUILDINGS

The following buildings in Wellington have recently had CityLink network services installed:

11 Chews Lane

Huia Building, 39 Pipitea Street

0800 4 CITYLINK  
[www.citylink.co.nz](http://www.citylink.co.nz)



Serious Broadband