



# Australian Radio Network (ARN) shifts to the cloud

Discover how ARN (Australian Radio Network) seamlessly migrated to cloud calling in 24 days, saving \$1M in CAPEX.



## Background

ARN operates across six major cities in Australia, with a substantial number of office phone numbers. Their imminent ISDN disconnection required a swift and efficient transition to a new telephony system.

We had a look at the market and Platinum Technology was the best vendor for us. And as a Telstra partner, they could drive the outcome we wanted with Telstra.  
 Mat Williams, ARN, Head of Technology Specialist

**\$1 million saved in CAPEX**  
**30% reduction in OPEX**  
**24 days to seamlessly migrate**

[Click HERE to read the full Telstra Case Study](#)



## CHALLENGES

- Migrate 1900 numbers from an outdated ISDN to a modern system with an extremely tight deadline.
- Coordinate the migration across multiple locations with no disruption to operations.
- Train ARN staff on the new system amidst a condensed timeline.

## SOLUTIONS

- Executed a two-phase migration strategy in partnership with Telstra, transitioning numbers to SIPe and then to Microsoft Operator Connect. This is a best in class, industry standard solution.
- Implemented temporary numbers with 1-to-1 call forwarding to Microsoft Teams during the transition.
- Conducted expedited remote training sessions for ARN employees and IT staff, including comprehensive User and Admin Guides.

## BENEFITS

- Successfully met the ISDN disconnection deadline with a seamless transition to Microsoft Teams Calling.
- Eliminated the risk associated with physical, onsite hardware through a cloud-based telephony solution.
- Improved IT security for ARN.
- Enhanced communication functionality and a unified experience across all ARN locations.
- Introduced financial flexibility with a low upfront cost, no lock-in contracts, and scalable solutions and removed the cost of a dedicated telephony team.

## INNOVATION & STRATEGIC IMPACT

- Transformed ARN's telephony from an aging, hardware-dependent setup to a cutting-edge, cloud-based system.
- Centralised communications, improving efficiency and reliability, and provided a scalable platform adaptable to ARN's future needs enabling improved security and centralised management for ARN.
- Enabled ARN to pivot swiftly to an Opex financial model, alleviating long-term contract constraints and capital expenditure.