



Case Study

Coal Services

Finding the private gateway to
AWS security and bandwidth





Who is Coal Services?

Coal Services provides vital services to the NSW coal mining sector, including identifying, monitoring and managing industry risks and providing workplace health and safety, emergency response and training services.

After internal changes within their organisation and development of a clear business strategy, Coal Services were looking to simplify their IT strategy by reducing under-utilised services, removing legacy systems and implementing a cloud solution for the future. This would ultimately lead to a collaboration with Telstra.

Collaborative design to combat security challenges

In organisations that require high levels of data security, hyper-scale cloud platforms such as AWS offer better methods for managing access, without the need for building big security environments.

Coal Services chose to partner with AWS as its target environment for one of their core applications, due to its flexibility and deep range of features. AWS was chosen because it would facilitate Coal Services' ability to drive innovation and assist with complexity of connectivity. As a result of the intricacy in migrating their legacy systems to AWS, they enlisted Telstra to assist.

Coal Services worked with Telstra to enable a Cloud Gateway integrated with their WAN to provide a secure and reliable direct connection into the AWS environment. By doing it that way, it delivered the ability to manage everything through a simple user portal, with the convenience and responsiveness of a single trusted partner.

"We decided to come up with our own network design and began working with our Telstra team to integrate it into Telstra solutions to make sure we were able to optimise it completely, and together we rolled it out," said Gillian Kidson, Head of IT

Through Telstra Cloud Gateway, Coal Services can deploy a private connection from its core network which connects their business sites directly into AWS and easily scale to add more bandwidth or add multiple clouds in the future with one solution in one location.

"Telstra and AWS Direct Connect enabled us to navigate some challenges we had with front end partners in terms of direct connections into their network, which caused us some headaches with security and performance. Through Telstra we were able to design our own AWS connection with a VPN tunnel between our AWS and our partner's AWS tenancies. This way we weren't required to open a port and bypass our security as the connection could sit within AWS," explained Gillian.

Contact your Telstra account representative for more details.

Australia

☎ 1300 telstra (1300 835 787)

🌐 [telstra.com.au](https://www.telstra.com.au)

International

☎ **Asia** +852 2983 3388 **Americas** +1 877 835 7872 **EMEA** +44 20 7965 0000 **Australia** +61 2 8202 5134

✉ **Sales** tg_sales@team.telstra.com **Channel Partners** partners@team.telstra.com 🌐 [telstraglobal.com](https://www.telstraglobal.com)



“We have been able to move our traffic from internet-based connections into the business, which improved the security around the portal, as well as increased our bandwidth, and provides us with a clear view of our traffic.”

“We have become Telstra advocates through this project alone. We wouldn’t have been able to manage the process on our own and collaborating with the Telstra team has delivered us the outcome we desired. It’s up and running in a test environment and has been ticking along nicely as we prepare for go-live later this year,” concluded Gillian.

Working together

In addition to designing and developing cloud networking solutions, the Telstra team managed all partners involved in designing the new WAN network, including addressing preferences and building services in order to generate peak performance and business results. Telstra implemented the design and administered the connection, reducing the impact and pressure on Coal Services during the execution.

Contact your Telstra account representative for more details.

Australia

☎ **1300 telstra** (1300 835 787)

🌐 **telstra.com.au**

International

☎ **Asia** +852 2983 3388 **Americas** +1 877 835 7872 **EMEA** +44 20 7965 0000 **Australia** +61 2 8202 5134

✉ **Sales** tg_sales@team.telstra.com **Channel Partners** partners@team.telstra.com 🌐 **telstraglobal.com**