NTT DATA

Indonesia | Media & Communications

MyRepublic boosts network capacity to meet increased demand for broadband services

Client profile

MyRepublic Indonesia is a national fiber internet service provider delivering high-speed internet access to the Indonesian people. In addition to Indonesia, MyRepublic operates in Singapore, Australia, and New Zealand.

Which technologies?

- Cisco Aggregation Service Routers
- Cisco Catalyst Switches
- F5 Application Delivery Controllers

Which services?

- Managed Services
- Consulting Services
- Technology Infrastructure Services
- Support Services
- Change Management
- Service Level Management
- Network Assessment
- Network Audit

Which partners?

- Cisco
- F5

MyRepublic™

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Andrijanto Muljono, CEO, MyRepublic Indonesia

Summary

When COVID-19 forced much of Indonesia to remain at home, broadband provider, MyRepublic saw a dramatic increase in demand for their services.

To ensure that their customers still had an exceptional network experience, they worked with us to upgrade their core network and implement systems to provide them with full visibility of all network activity.

With tight deadlines looming, we worked together with Cisco and F5 to deliver a solution ensuring that MyRepublic can meet their customer's high expectations while still supporting their strategic objectives.

Business need

Meeting increased subscriber demands

As one of Indonesia's largest providers of broadband fiber connectivity, customer satisfaction is a critical success factor for MyRepublic.

With lockdowns imposed, they saw a massive traffic spike on their network. Not only were their subscribers now working from home, but their network also became the primary conduit for entertainment, staying in touch with friends and family, and homeschooling.

This caused traffic volumes to double, putting strain on their network infrastructure. They made the decision to upgrade their existing network infrastructure, enabling them to address their current challenges, but also creating a more scalable and agile network.

With the network already seeing the impact of these changing traffic patterns, they needed to implement the upgrade quickly without the upgrading on subscriber traffic.

As we were part of the team who originally designed the MyRepublic network, they decided to leverage our expertise to deliver a future-proof solution.

"Our services are heavily focused on customer satisfaction and this partnership with NTT has been revolutionary in bringing digital experience through a highly scalable connectivity franchise model," says Andrijanto Muljono, CEO, MyRepublic Indonesia.

Solution

Delivering upgrades against tight deadlines

Together with the MyRepublic team we worked with Cisco and F5 to design a solution that addressed MyRepublic's immediate concerns while creating a foundation for future growth.

Following a detailed analysis of the changing network patterns, we focused our efforts on improving the core of their network, creating a platform that would eliminate any bottlenecks, ensuring that all their customers had an exceptional user experience.

To accomplish this, we deployed Cisco Aggregation Service Routers, Network Convergence System (NCS), and Catalyst Switches to provide MyRepublic with a network that could scale up to 100Gbps.

Ensuring that the core network could scale was a critical component of the solution, MyRepublic also wanted to ensure that they had full visibility of network traffic. Leveraging F5 Application Delivery Controllers, they created an intelligent system with deep packet inspection capability.

This gives them unprecedented insight into network traffic patterns, with the ability to see what applications are driving demand, enabling them to respond quickly and ensuring that they're able to provide uninterrupted internet anytime, anywhere.

Outcomes

A network for today and tomorrow

Working closely with us, MyRepublic were able to implement the project in just four months, ensuring they could continue to meet their promises to their customers. As a customer focused organization in a competitive market, providing their subscribers with an exceptional service remains their core focus.

"We have a strong, long-standing relationship with NTT, and they were able to not only meet our high expectations in terms of fast project completion, but also provide differentiable services through their cross-technology expertise to future-proof our network infrastructure," says Muljono.

Dynamic network management

With full visibility into their network traffic patterns, MyRepublic can now bettermanage their services, ensuring that priority services are optimized at times when there are network traffic spikes.

Faster provisioning

Not only are their customers seeing the benefit of the new infrastructure, but the solution has ensured that they can quickly provision devices for their staff, quickly delivering software images and configuration files across the network. This proved to be particularly useful in situations where travel was restricted, and IT staff couldn't travel to upgrade and patch PCs at branch offices.

A secure future

With their core network ready for future demands, MyRepublic can ensure that their security infrastructure can adapt to the ever-evolving threat landscape while rolling out new products and services to their customers.

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