



pinnacle rehab

INDUSTRY

Health care

LOCATION

Sydney, Australia

KEY CHALLENGES

- Notification by Telstra of ISDN disconnections
- Security of Cloud based faxing
- Privacy requirements in health care

BUSINESS BENEFITS

- Cloud based SIP telephony allowed the move away from ISDN
- Azure based fax server allowed move away from on-premises infrastructure
- Privacy of fax data maintained which is critical in health care

SOLUTION

- BNS Group fax server hosted in Allied's Azure tenancy.
- Convergence hosted SIP Telephony & IPSEC tunnel to Azure
- Professional Advantage Sydney Azure consultancy

BNS Case Study



"We have privacy obligations to our clients, and we would never use public cloud fax systems. That's why we have worked with BNS group for many years deploying on premise fax solutions. With NBN roll out and shutting down of copper and ISDN services, we asked BNS for some help to create an alternate highly secure fax solution. As usual BNS were fantastic and developed a highly secure, Microsoft Azure cloud based faxing service. It was a seamless deployment and is working perfectly. We would highly recommend this highly secure solution". Kevin Garvey, Director, Allied Health Australia

Allied Health Australia has Peak Conditioning and Pinnacle Rehab businesses providing market-leading health and return to work services for their customers.

Pinnacle Rehab is accredited by the State Insurance Regulatory Authority and Comcare, and are also an iCare appointed Workplace Rehabilitation Provider in NSW.

Health care providers use facsimile extensively for health care information. Allied Health have used BNS's fax server technology on-premises with Telstra ISDN for many years because it offered a direct to fax network connection.

The Challenge

With the rollout of NBN, Telstra services such as ISDN are being disconnected forcing customers to change their telephony mix.

Allied Health at the same time had a cloud first strategy which it discussed with BNS. Essentially, the challenge was how to provide secure fax communications from Microsoft Azure without using on-premises phone lines.

The Solution

Anticipating the needs of customers like Allied, BNS had already teamed up with Convergence, a national telephony service provider based out of Melbourne. Convergence provided a secure IP\SEC tunnel between its network and the Allied Azure tenancy.

Professional Advantage Sydney provided Allied with professional services moving their IT infrastructure to Azure.

BNS designed the solution allowing Professional Advantage to configure the IP\SEC tunnel from an Azure firewall to Convergence.

BNS's fax server securely delivers fax images between Azure and Office 365 using transport layer security (TLS).

No fax images are stored outside of Allied's Azure \ Office 365 tenancy. Convergence provide only a SIP to PSTN switched voice call within their network. [Click here to view FAX Datasheet](#)

Business Benefits

Allied was able to maintain secure fax services using BNS's trusted fax server technology within Microsoft Azure.

Convergence was able to manage the port of ISDN and 1300 numbers from Telstra to its network providing a smooth transition of fax numbers.

Allied was able to remove all remaining hardware on-premises including Telstra ISDN services.

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