



## BNS Case Study

# Civil Aviation Safety Authority (CASA)

The Civil Aviation Safety Authority is a government body that regulates Australian aviation safety. CASA license pilots, register aircraft, oversee and promote safety.

CASA was established as an independent statutory authority in July 1995 and work together with the Department of Infrastructure, Regional Development and Cities and Airservices Australia to achieve our vision of safe skies for all.

### INDUSTRY

Federal Government Transport

### LOCATION

Canberra, Australia

### KEY CHALLENGES

- SMS Alerting to airline pilots re medicals
- IT infrastructure alerts on the same platform
- SMS messaging from any email client including Outlook
- Message tracking of SMS messaging
- Security of the SMS gateway

### BUSINESS BENEFITS

- Aviation Pilots notified within seconds by SMS for medical notifications

### SOLUTION

- BNS Group SMS server in CASA's data centre.
- SMPP\TLS transport layer security over the Internet to the SMS network
- Microsoft System Centre Operations Manager with BNS's SMS plugin.
- MessageMedia high availability SMS Messaging Centre supporting SMPP\TLS

### The Challenge

CASA had many systems coming online through self service portals including their Medical Record System (MRS). MRS needed to alert aviation pilots anywhere in the world of medical related information.

A single secure SMS gateway was important to avoid duplication of infrastructure, the BNS SMS Gateway offered a simple method of SMS message submission for all applications including any authorised email based end users.

Email based SMS submissions needed to have Email Protective Marking standards support for future use. Security was important to ensure that messages were secured to the SMS Messaging Service providers.

CASA monitors its IT infrastructure using Microsoft System Centre Operations Manager (SCOM). The challenge was to send SMS alerts to IT staff when critical IT events occurred.

### The Solution

CASA already had Microsoft Exchange Server which was used to provide routing controls and other functions.

CASA monitors its IT infrastructure using Microsoft System Centre Operations Manager (SCOM). The BNS SMS gateway provided a streamlined plugin allowing direct notification from SCOM to the SMS Gateway.

SQL databases maintain records of all SMS messages sent and received via the gateway. Message tracking technology is already incorporated within the BNS SMS Gateway.

Security of the SMS message to the SMS network is encrypted using open standard SMPP\TLS, a specific protocol used for the transfer of SMS messages from an enterprise to SMS Messaging Service providers. [Click here to view SMS datasheet.](#)

### Business Benefits

CASA is able to keep aviation pilots informed around the world of medical related information within seconds of MRS notification events.

IT System engineer notification via SMS allows CASA to maintain a high level of response for all of its key systems.

BNS Group Australia. [www.bnsgroup.com.au](http://www.bnsgroup.com.au)  
Copyright © 2019 Better Network Services Group P\L trading as BNS Group. All rights reserved. msXsms® is a registered trademark of Better Network Services Group P\L. All other marks and names are mentioned herein may be trademarks of their respective companies.  
Ref: RSB0527

