

NEXT LEVEL
INTERNETTING

GigaComm®

webOracle

DATA UNLEASHED

How GigaComm supercharged WebOracle's Digital Marketing Services

About WebOracle

WebOracle, a division of Network Media, has been a leading player in the digital marketing industry for over two decades. With a strong focus on data-driven strategies, the company leverages cutting-edge technology, including artificial intelligence (AI), to deliver comprehensive solutions to their customers. As a customer-centric and data-driven organisation, WebOracle prioritises seamless and secure data transmission and exceptional service to meet the needs of a very sensitive client base.

Led by Managing Director Michael Trkolta, the company has expanded, incorporating a range of digital marketing services including Content Management Systems, Search Engine Optimisation, Branding and Web Design, among others; and partnering with a diverse range of clients including everything from start-ups with small budgets to ASX listed companies.

The Challenge

WebOracle faced significant challenges due to unreliable internet connectivity, leading to operational disruptions and potential loss of business. Relocating their office only exacerbated the problem, creating an unknown landscape for their telecommunications needs. Previous experiences with service providers who failed to understand their unique requirements and outsourced their customer service to offshore third parties added to their concerns.

WebOracle's business heavily relies on uninterrupted access to data and the ability to transmit large sets of information around the clock, given that both they and their clients made critical decisions based on data analysis. Additionally, the company's data-intensive operations require efficient and secure file transfers, and swift access to ensure productivity and cost-effectiveness.

"It's the transition component that small businesses are scared off: something's going to break. GigaComm provided us with a detailed running sheet, which was a big relief and gave us the confidence that we were in good hands."

Michael Trkolta, Managing Director at WebOracle

GigaComm steps in

GigaComm's solution expert visited WebOracle and conducted a thorough analysis of their requirements. He knew right away what they needed and came up with a solution, which included a primary fibre connection and a fixed wireless backup, giving them the peace of mind of having two ways of accessing the internet. This dual solution ensured uninterrupted internet access and eliminated the fear of prolonged downtime during the transition. The implementation process was seamless, with GigaComm providing clear instructions and a well-defined timeline for the switch from the previous provider. Their proactive approach and attention to detail instilled confidence in WebOracle's team.

The solution



Two pathways to the internet

Fibre and fixed wireless, giving them a back-up and peace of mind building risers to connect WebOracle to the GigaComm network.



A symmetrical 250/250Mbps plan



Allocation of a static IP address

The Result

Since switching to GigaComm, WebOracle has experienced a significant improvement in their internet services. The new solution has delivered uninterrupted connectivity, enabling efficient data transmission and file sharing. With GigaComm's reliable internet services, the company has eliminated the productivity losses caused by slow downloads and uploads, saving valuable time for their employees. Additionally, technical support has been prompt and helpful, offering instant assistance whenever needed. The static IP feature ensures compliance with their Tier 1 clients' security requirements, eliminating the risk of unauthorized access.

GigaComm's partnership with WebOracle has resulted in a transformative internet experience, resolving their

previous challenges and meeting their data-driven business needs. By providing seamless connectivity, efficient data transfer, and reliable technical support, GigaComm has empowered WebOracle to focus on delivering exceptional services to their clients worldwide. With the peace of mind brought by GigaComm's solution, WebOracle can continue to thrive in the competitive digital marketing industry, placing data security and efficiency at the forefront of their operations.

"The support from GigaComm has been fantastic, and we haven't experienced any issues or slowdowns."

Michael Trkolta, Managing Director at WebOracle

GIGACOMM'S LATEST TECHNOLOGY NETWORK OFFERS REAL CHOICE FOR BUSINESSES

From reliable, ultra-fast internet, cloud-based phone systems to full managed services, GigaComm's 100% locally based team make it easy to make the switch and support you when you do.

Contact our team today on
ph: **1300 004 442** or email at info@gigacomm.net.au