

VKS-737 & HF-Tel

Divisions of the Australian National 4WD Radio Network Inc.



Established 1993

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Business Technology Partners Testimonial

The VKS-737 Radio Network is a Public Benevolent Institution providing 24 / 7 emergency and general HF radio communications assistance services to travellers in rural and remote areas of Australia. To operate this service the Network relies on nineteen high frequency radio-telephone interconnects strategically located around Australia, connected via a Samsung OfficeServ 7200 telephone system to more than 40 volunteer radio operators located Australia wide using a mixture of Samsung ITP telephones and Samsung OfficeServ Communicator Softphones.

The Samsung OfficeServ 7200 was chosen on the recommendation of Johnny Landherr (when working for a previous employer) because of its flexibility to be configured to the very non-standard configuration required for the Network's operation.

Our operation is very unique in that we are using the OfficeServ 7200 to connect to telephone extensions located all around Australia via a wide range of internet service providers (both wired and wireless); the service also provides video conferencing facilities for meetings with Committee members in various locations around Australia as well as providing direct access for emergency service organisations to contact our base station equipment and volunteer operators.

From day one it has been an interesting (and ongoing) exercise to configure the equipment to our requirements and to this end we would have been totally up the creek without a paddle had it not been for the expertise of Brian Uptis. Brian has spent many hours working either on-site, via the telephone or via the internet configuring the equipment and keeping it operating at peak efficiency.

When we heard that Johnny and Brian were joining Business Technology Partners there was no questioning that the care of our telephone system would follow them, a move that we have not regretted.

Over the past few months we have added many new features to our system requiring Johnny to obtain additional modules and accessories, Brian to install and configure the additional items; these new features meant major changes to our Cisco router programming requiring the expertise of Michael Jenkin and Sam Webster. All round a great team effort to implement the changes with minimum delay and minimal outage to the system.

The team at BTP are all experts in their individual fields and it is great to have them working with the VKS-737 Radio Network to keep our services operating efficiently. It is very comforting to know that should we have a failure of our telephone system Brian is only a phone call away day or night.

Thanks to all the team at BTP – we would highly recommend them to anyone requiring telecommunications or computer services.

Steve Johnston OAM

Administration Manager.

17th January 2012