

Ciba Vision Customer Testimonial



www.cibavision.com.au

Industry:

Medical Manufacturing

Company Description:

CIBA Vision is a global leader in the research, development and manufacturing of contact lenses and lens care products. Headquartered in Atlanta, Georgia, we provide solutions that fit the lifestyles, preferences and needs of people in more than 70 countries around the world. As the eye care unit of Novartis AG, CIBA Vision benefits from the strengths and resources of one of the largest healthcare companies in the world. Novartis is a world leader in healthcare, with core businesses in pharmaceuticals, consumer health, pediatrics, eye care and animal health.

Australian Operations:

Ciba Vision is based in Castle Hill, Sydney and has 55 network users.

"BigAir has never dropped out, always works 110%, is extremely fast, and has no latency issues"

Andrew Henze

IT Administrator, Ciba Vision



The Driving Force

Ciba Vision is based in a 'broadband deprived' area of Sydney and had been running an ADSL2 connection prior to purchasing a Wireless Broadband connection from BigAir. Andrew Henze, Ciba Vision IT Administrator, said that "we were looking for a stable, high speed 2Mb x 2Mb link, as our existing ADSL2 link was dropping out with increasing frequency and was not giving us the speed that we required to run the network operations of the business effectively" he said.



The Results

Ciba Vision chose a 2Mb x 2Mb link from BigAir and was installed within a few weeks of ordering the service. "The decision was a surprisingly easy one to make" said Henze. "The future scalability and full duplex nature of the service were big factors in our decision making, as was the low latency of the BigAir network. This means that if we add things like VoIP or Videoconferencing to the network these applications will work to their maximum capability" he said.

Ciba Vision recently upgraded their link to a 4Mb x 4Mb service. "It was a 15 minute upgrade. After I set up the routing I haven't had to touch that aspect of the network since" he said".