Last session of the day!
You have heard many speakers
You are tired and hungry
So here’s a photo of some sheep
Our “best” route to Asia is currently via the USA on the new Hawaiki Cable System (we are an anchor tenant on that cable).
Sustained transfer NZ-Europe over 6 hours

ISP (20 mins)

REANNZ (6 hours)

Commercial ISP: Data transfer rates only reached **2.7 Gbps** before failing entirely.

REANNZ: Data transfer rate reached **9.98 Gbps** for 6 hours and completed.
Member survey 2019

(do u do one?)
The purpose of the survey was to ask members to describe the interactions and support they have received from REANNZ, to describe how they perceive REANNZ and to discuss the products and services they currently use and would like to use in the future. There were also opportunities to provide comments and feedback on how REANNZ could improve our relationships with them.

The survey was sent to:

- 106 respondents,
- Across various roles, e.g. Management (IT and Non-IT), Researchers and members in Network and Technical roles,
- And across core and non core members.

We received 39 responses - (37% response rate) which was lower compared to last year’s Member Value Perception Survey (44.5% response rate)
WHAT PROJECTS DO OUR MEMBERS HAVE PLANNED?

Asking our members what projects they have planned over the next year provides us with an insight into the ways in which our services can be of value to them.

- **21.38%** (34) of our members are looking to develop their Additional Information and Network Security.
- **18.87%** (31) of our members are looking to move towards cloud services.

(Able to select multiple options for this question)
WHICH CLOUD SERVICES ARE OUR MEMBERS USING?

Q4 - Over the next year, what challenges might REANNZ help you with?

"Connectivity to cloud based services including those provided by other research organisations”

"Express route to Microsoft Azure.”

"Consistent networking service to overseas Cloud providers.”

"Cloud moves, including utilising SaaS solutions.”

"Data into and out of Azure - Express route lite or some such. Live reporting on our commodity internet usage would be good too."
WHAT TECHNICAL ISSUES DO OUR MEMBERS EXPERIENCE FREQUENTLY?

• Application compatibility
• Outdated network architecture
• End of life hardware
• Wifi, WAN issues
• Security
• Network speeds
• Data transfers
• Storage restraints
• Computational power
• Storage capacity
• Bandwidth

HOW CAN WE ASSIST WITH THESE TECHNICAL ISSUES?

“Have had great support with issues and technical planning.”

“Always get great support from James and the team.”

“Thanks, we do value the strong support team that REANNZ have available to help us!”

“REANNZ is very good. They inform us promptly when there are issues and do take ownership of issues even if it is with a third party supplier.”
Which services do they tell us they value the most?
Average Value Rating for Service

<table>
<thead>
<tr>
<th>Core Services</th>
<th>Value Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Connectivity Between Members</td>
<td>2.9</td>
</tr>
<tr>
<td>Connectivity Between Your Sites</td>
<td>3.1</td>
</tr>
<tr>
<td>Connectivity to Domestic Internet</td>
<td>2.7</td>
</tr>
<tr>
<td>Content Delivery from Local Caches</td>
<td>2.7</td>
</tr>
<tr>
<td>Connection to International Internet</td>
<td>3.0</td>
</tr>
<tr>
<td>Connectivity to International R&amp;E Locations</td>
<td>2.6</td>
</tr>
<tr>
<td>On-Site WiFi Authentication (eduroam™)</td>
<td>2.6</td>
</tr>
<tr>
<td>Federated Identity Management Service (Tuakiri)</td>
<td>2.2</td>
</tr>
<tr>
<td>Access to REANNZ Network Operations</td>
<td>2.7</td>
</tr>
<tr>
<td>Professional Engineering Services</td>
<td>2.6</td>
</tr>
<tr>
<td>Access to a Traffic Usage Statistics Portal</td>
<td>2.3</td>
</tr>
<tr>
<td>Managed Firewall</td>
<td>2.1</td>
</tr>
<tr>
<td>Managed (CPE) Devices</td>
<td>2.1</td>
</tr>
<tr>
<td>Managed Access Circuits</td>
<td>2.0</td>
</tr>
<tr>
<td>Microsoft Azure ExpressRoute</td>
<td>2.6</td>
</tr>
<tr>
<td>AWS DirectConnect</td>
<td>2.5</td>
</tr>
<tr>
<td>Managed Science DMZ</td>
<td></td>
</tr>
</tbody>
</table>
61% increase in international R&E traffic in the last 18 months
OK! Dinner!
THANK YOU
douglas.harre@reannz.co.nz

“enabling New Zealand’s researchers, educators and innovators to thrive in a data-intensive and digitally advanced world”