

CASE STUDY



Jonsa Australia

Serving customers better by passing on experience, dedication and knowledge
Australia's foremost leader in equipment for television & satellite distribution



Professional Headend 32 x DVB-S(2) into QAM BluBox32

Since inception in 1999, Jonsa Australia Pty Ltd has been in operating in Sydney, NSW and in Perth, WA. Jonsa Technologies Limited (Taiwan) is a world leading design and equipment manufacturer of satellite dishes and associated products. They have strong strategic supply alliances with the finest global innovators and manufacturers which allows paramount access to provide the latest technology.

Jonsa Australia's experience, knowledge and professionalism in the industry guarantees solutions to clients with a focus on exceeding expectations in functionality, performance and value. They provide consultancy services for commercial grade TV &/or AV projects including managing the entire system with precise designs and tailored options for the client. Jonsa Australia distributes products through major industry supply chains nationally.

Jonsa Australia looks for commitment to innovation, project management and system integration in all activities they engage in. From the receiving or transmitting antenna to the last display, they aim to be the one stop turnkey solution specialists to deliver multimedia entertainment.

THE CHALLENGE

Jonsa Ellis has several systems distributed around Australia used for the downlink and redistribution of PayTV Satellite Services.

These systems have been designed for remote support and monitoring. An issue existed with the units in that if there was ever a transmission fault, then the units could end up generating over 4GBytes of data in half a day. The problem is with the manufactures code in these boxes used, imagine over a thousand sites going down across the country during a Solar Outage (happens twice a year), that is potentially several terabytes of alarming data hitting the central monitoring.

Rising connection came in by invitation to look at a possible solution to the monitoring, considering most of these units were installed in remote locations.



This image shows the types of system to be monitored and remotely supported, a professional headend TDT and FTA bundled together can both be monitored and administered to keep systems up-to-date with changes in transponder performance & behaviour.

Note: this image does not show the networking solutions used, the SPAUN BluBox required four physical network connections.

The SPAUN BluBox is a Transparent Digital Transmodulator (DBV-S into QAM)

THE SOLUTION USED

To allow for better data usage and centralised equipment monitoring, Rising Connection built and operated a secure and private network, allowing for the downlink equipment to have faults captured and the data made available for further processing, the solution allows for a standardised common technology platform that can be shipped out to sites.

THE RESULTS

Before

Each installation person used to arrange (if any) their own monitoring and network connection, this resulted in a mixture of differing technologies and installers having to work out complex IT issues to be able to support the equipment.

After

With the Rising Connection supplied Plug & Play prebuilt packaged services and devices the installers are now able have the clients systems networked and offer improved support for the remote sites.

THE CUSTOMER'S COMMENTS

"Three things that stood out for me are as follows:

1. Diligence - You worked extremely hard to find and sort a solution for our BLUBOX control software
2. Service - Your customer service and willingness to go the extra mile to assist us was certainly appreciated
3. Experience - Your experience and reporting was of the highest quality, also your enthusiasm to assist us was also admired"

Simon Booth (Product Manager).