

# TNS Supports Z Energy's Emergency Response with Starlink Satellite Connectivity

## The Situation

When Cyclone Gabrielle hit New Zealand (NZ) causing more than \$8 billion worth of damage, it left devastating flooding and cut off areas in the North Island including Hawkes Bay, Gisborne, and Coromandel. With widespread damage to infrastructure and eliciting a state of national emergency for only the third time in NZ history, Z Energy (Z) called on TNS to help with an emergency response.

Z, one of New Zealand's largest fuel retailers and distributors, was approached by Wairoa District Council to supply fuel for the local emergency services dealing with the crisis.

TNS had previously proven itself to be a trusted partner of Z, supplying a Secure SD-WAN solution for its network of retail stores since 2020. This relationship was vital in helping provide assurance that TNS could deploy a solution that would enable mission-critical infrastructure quickly, effectively, and reliably and be operational in particularly challenging circumstances.

## The Complication

Such widespread damage to the infrastructure in the affected areas created a total communications blackout. The region's traditional telecommunications infrastructure, broadband and cellular, could not be brought back online quickly enough to help the emergency service response, despite the providers best efforts.

Emergency services needed access to fuel, and with air support playing a key role, Z needed to supply jet fuel as well as petrol/diesel for land based emergency vehicles. Beyond the emergency services' needs, residents also needed access to basic supplies like food and water.

The communications blackout also meant that, to effectively implement an alternative solution, instructions had to be written (vs emailed) and simple to follow for the fuel technicians, with no specialist network infrastructure experience and with no real-time on the ground supervision nor ability to contact external parties for phone support.

## The Solution

As a carrier, network and technology agnostic service provider, TNS worked with Z to bring back online the accessible Z and Caltex retail service stations, truck stops, and air stops in the affected area with TNS Secure SD-WAN services using Starlink satellite terminals to enable Internet access.

**“Z and TNS worked together with an extremely tight timeframe to design, assemble, configure, and verify a working solution we could drop into a disaster zone,” said Callan McLaughlin, Head of Site Systems, Z Energy. “Between us, we were confident we had the expertise and ability to ship a solution in record time.”**

The Starlink solution was chosen because of the blackout of broadband and cellular networks, the ability to cutover the service quickly and its ability to withstand extreme weather conditions. TNS and Z prepared customized care packages, which included Starlink devices with self-orienting antennas, Fortinet routers, cables, and base units as well as detailed written instructions for the technicians that would deploy the services at each location, delivered by air. With Z's team available on-site and TNS' ability to offer global operations and 24x7x365 support, the solution was configured, gained security approval, and was deployed from zero to fully operational status in just three days.

## The Outcome

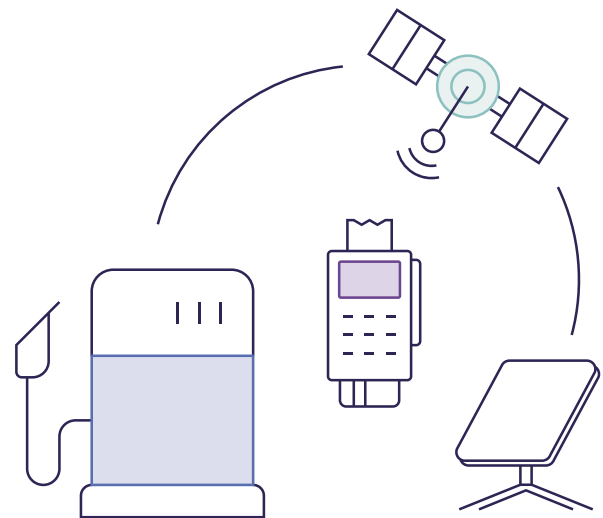
The successful deployment of an emergency communication method was about more than technology and enabling a business to operate. It made a genuine difference to the community.

TNS and Z's relationship helped enable:

- **The activation of emergency services in the affected areas, helping residents and providing critical care and support to those affected by the damage.**
- **The provision of new fuel supplies with the knowledge of what was required on site as roads began to reopen.**
- **Caltex truck stops to open and supply fuel to trucks aiding the response.**
- **Z retail outlets to open and trade via card payments rather than using just cash – important when the traditional communications channels were affected by the blackouts meaning many ATMs were also down.**

“Being able to support our customers in their time of need, in the face of tremendous obstacles, is a great example of Z's commitment that ‘Z is for New Zealand’,” said Vance Anderson, Head of Digital Delivery at Z Energy. “We could not have got those essential services restored without the standout partnership we receive from TNS, who we know are equally committed to delivering during extraordinary circumstances.”

Following the successful emergency response to this incident, TNS and Z are currently working on a standardized “Emergency Network in a Box” that can be quickly and reliably deployed in areas affected by any future emergency events.



## About TNS

TNS is a leading global provider of Infrastructure-as-a-Service (IaaS) solutions to the payments market, enabling trusted connected commerce and powering payment strategies for businesses for more than 30 years.

TNS supports fuel retailers around the globe with their payment acceptance, connectivity and transaction processing needs. As a PCI DSS Level 1 certified service provider and a certified Managed Network Service Provider (MNSP) with Gilbarco Veeder-Root, Verifone and Invenco, TNS is a trusted industry partner.

Businesses large and small trust TNS to keep transaction networks running smoothly and deliver their transactions from point of acceptance to their destination reliably and securely. Its secure network is monitored 24x7x365 by four network operation centers in the US, UK, Malaysia, and Australia.

**Learn how we can help transform your fuel and convenience business, please contact our team.**

[solutions@tnsi.com](mailto:solutions@tnsi.com)

[tnsi.com/fuel-and-convenience/](https://tnsi.com/fuel-and-convenience/)

