
Case Study: Proactive IT Monitoring

August 2017

“The Grids IT Managed Service is our eyes and ears. It gives us the assurance that any issues will be dealt with efficiently and effectively and is certainly good value for money.”

“One of the issues with a traditional Managed IT Service is that there has to be a visible symptom of a problem before it can be addressed. With The Grid, they are able to monitor our entire IT infrastructure and rectify any issues before they could affect our operation.”



Customer Profile

This business is a well-established brand, which sources the finest quality of materials to deliver quality goods to its customers. They currently have 17 stores and is embarking on an aggressive growth plan nationally.

Their reliance on IT was becoming increasingly business critical. It was an immediate requirement that remote support was established, to guarantee business continuity and meet strategic objectives.

With a Microsoft and Citrix based IT infrastructure that was approaching end of life, they also wanted to invest in a modern approach to replace their ageing server hardware. At the same time, it needed to increase data storage requirements to deal with the growing requirements across the business.

Business needs

In 2010, the company took the decision to outsource its IT maintenance and support services. “We were relying upon our IT infrastructure more and more,” explained the CFO. “Our internal database is the heart of our organisation and is one of our most valuable resources. We are totally dependent upon it for all of our records and day-to-day management of our planning and finances and with limited internal IT expertise, we needed to ensure that our IT infrastructure was always available, reliable and efficient.” They approached several IT service organisations but decided to partner with The Grid - an award winning and trusted provider of IT solutions and managed services to Australian businesses ranging in size from 10 to over 250 users. “One of The Grids particular areas of expertise is the delivery of Managed IT Services – a service that appeared to be tailor-made for many SMB’s similar to us.

The Grid’s IT support and maintenance services met our exact requirements,” continued the CFO. “For seven years, The Grid has kept our infrastructure up and running, helped us source new hardware and software, and installed patches and updates to maintain our security and defenses against viruses and malware. As a part of the service, our dedicated engineer visits us on a bi-monthly basis to undertake general housekeeping tasks and ensure that the infrastructure is running at peak efficiency.”



Benefits

Some eighteen months ago, The Grid introduced a proactive remote management and remediation service to us that allows critical business systems to be continuously monitored by a team of IT experts, enabling hard pressed IT departments to concentrate on core business activities.

One of the issues with a traditional Managed IT Service is that there has to be a visible symptom of a problem before it can be addressed. With The Grids proactive service they are able to monitor our entire IT infrastructure and rectify any issues before they could affect our operation. We are a people focused organisation and The Grid allows us to devote all of our time to supporting our business without any disruption.

A Proactive Approach to IT Means Fewer Unexpected Technology Problems and Provides:

- **Contact Us**
- **The Grid Corporation**
Level 1, 14 Salmon St
Port Melbourne
Telephone: (03) 9646 7111
www.thegrid.com.au
- Security – regular updates installed remotely ensure that the IT systems are protected from viruses and external attack.
- Consistency – workstation management keeps PCs up-to-date with Windows and application updates; individual log-ins and passwords ensure that users are presented with their unique desktops and shortcuts no matter which PC they use.
- Productivity Gains – issues are identified and fixed remotely, often before the business is aware that a problem exists. Staff can concentrate on their core responsibilities without being distracted or inconvenienced by hardware or software glitches
- Cost Management and Control – contracted service provides the business with fixed monthly costs, allowing for the efficient and effective budgeting of IT spend
- Performance – remote monitoring and maintenance improves network performance; issues that could affect workstation, server or network are quickly identified and rectified before they can impact performance
- Reliability – Allows the focus on growing the business, secure in the knowledge that the management, maintenance and support of the IT infrastructure is in safe hands

Contact Us To Discuss Your Technology Requirements.

info@thegrid.com.au