

MANAGED SERVICES & SECURITY

Healthcare & Research

Managed Services and IT for a National Health Research Company

A health research company with 428 staff across Sydney, Melbourne and Perth needed a single IT partner to standardise and secure its multi-site environment. We delivered end-to-end managed services, replaced ageing infrastructure, cut backup licensing costs and stood up a 24/7/365 security operations centre.

KEY RESULTS

428

staff supported across three cities

\$74k

saved annually on backup and licensing

24/7/365

security operations centre coverage

-58%

monthly support tickets after standardisation

BEFORE

- 320 staff in Sydney, 100 in Melbourne and 8 in Perth, each site running its own physical servers
- Veeam backup licences were expensive and did not include cloud disaster recovery
- Office 365 was managed by a previous supplier with poor visibility and support
- Firewalls were ageing and wireless coverage was patchy across all three offices

AFTER

- 428 - staff supported across three cities
- \$74k - saved annually on backup and licensing
- 24/7/365 - security operations centre coverage
- Onboarded the company to our fully managed IT service with a single help desk and account manager

"Having one team that understands our research environment, our MacBooks and our compliance needs has made IT a genuine asset instead of a daily distraction."

- Operations director, health research company