CASE STUDY

Minnovo

Minnovo is an engineering services provider formed and managed by a group of experienced engineering professionals. The team all have extensive and successful backgrounds in the design and construction of mineral processing facilities and their associated infrastructure requirements, across a wide range of mineral commodities and unit processes.

"Minnovo has been a loyal customer of Focus Networks for over two years as they provide a commendable and reliable service. The latest assistance from Focus Networks with a relocation to our new premises has just reinforced the level of service they offer and the ease with which they carry out our IT management."

Greg McRostie – Managing Director

Focus Networks is an established Perth based IT service provider who support mid-sized organisations that want their computer environment professionally managed.

Our clients need reliable IT systems with predictable costs. We support our clients by providing 24x7x365 days of coverage using fully trained staff.

Focus Networks has earned partnerships and memberships with many business partners and vendors.

Some of these include:

- HP Enterprise Business Partner
- Microsoft Silver Partner
- SonicWALL Partner
- VMware Professional Partner
- Kaspersky Registered Partner
- Eaton Power Advantage Partner
- Digium Select Partner
- CUAICT2015 Panel Member
- Ruckus Big Dog Authorised Partner
- Lifesize Authorised Partner
- NBN Business Adviser

Challenge

Minnovo had been operating from a temporary location for one year. The main challenge involved in this office relocation was to carry out the move over one night as smoothly as possible with minimal disruption.

Phone systems needed to operate for customer calls and the Internet connections at the new premises had to be up and running prior to Minnovo staff settling into the new office. In an ideal world, IT infrastructure should be shutdown, disassembled, relocated and reassembled on the same day.

Solution

Focus Networks staff liaised with Amcom to ensure voice & data services were relocated to the new premises on the day Minnovo moved. This work included temporary phone diversions to avoid any interruption to business.

A final project meeting on the Thursday confirmed the floor plan and removalists. All staff shutdown and packed up their machines at 2PM on the Friday. A final onsite backup was completed using the Focus Networks Managed Recovery Service. This was an insurance policy incase the move and power on of server infrastructure at the new premises failed.

Removalists delivered all infrastructure to the new premises by 5PM on the Friday. Focus Networks staff proceeded to rack all infrastructure which led to switching on all servers by 7PM. Network routing, email flow and voice calls were successfully confirmed along with remote access for key staff.

On early Saturday morning computers and phones were patched in according to the floor plan. The temporary phone diversions were removed.

Post relocation support was completed by one Focus Networks staff member on Monday morning to address small issues, user queries and to help connect the delivered network printers.

Results

The Minnovo office relocation was completed seamlessly with minimal impact to operations. The client was pleased with the stress free environment that Focus Networks delivered as a result.