

CASE STUDY



State Heritage Office

The State Heritage Office works together with the community to recognise and celebrate the significant heritage places in WA and to promote their long-term viability into the future, through sensitive development and adaptation.

"It is great to have Focus Networks on board to lighten the load. Time can just escape us when consumed by everyday IT issues - some have high priorities and some do not. Having the extra person onsite to promptly resolve these issues for two days every week, has been really beneficial to the teams at SHO and Fremantle Prison."

Peter – Technology Services Manager

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

Despite the presence of an in-house IT Manager and some services provided by the DLGC, the increase in workforce size, additional technologies and systems and subsequent growth in IT related work has given rise to the need to outsource.

The in-house IT Manager needed to focus on his core business applications. Desktop and Network/Facilities Management support services were required.

Solution

Focus Networks provides the Managed Network Service which is onsite support capped at two days per week for the Perth CBD and Fremantle Prison sites. Two support staff share the workload.

Additional adhoc remote support can be requested through the Helpdesk. Outside business hours two support staff are always on call in case of unforeseen emergencies. Users can call the Helpdesk 24x7.

Scheduled server updates are also included in the Managed Network Service. These are completed remotely on a monthly basis outside business hours.

State Heritage Office can now feel comfortable that when the IT Manager is sick or on leave, Focus Networks will be there to cover parts of his workload.

Results

State Heritage Office are pleased to report that Focus Networks are successfully completing the desktop support requirements. Service level agreements are being met.

Contracting Focus Networks for this service allows the State Heritage Office to save money as employing fulltime desktop support staff is not required. Moreover the HR related recruiting, staffing and rostering challenges are avoided by outsourcing.

With Focus Networks on board, the aim is to achieve 100% service up-time wherever possible. Focus Networks will also endeavor to exceed project requirements, work requirements and deadlines as agreed to reduce the number of unresolved support tickets each week.