

# CASE STUDY



## Serpentine Jarrahdale Shire

The Shire of Serpentine Jarrahdale is located on the fringe of Perth, approximately 45 kilometres south of the Perth GPO. The Shire covers 905 sq kms in a mixture of rural and urban environments. The population of the Shire has almost doubled since 2006 to approximately 25,000 with continued population growth expected.

“The requirements of our users have changed a lot over the thirteen years we have been supported by Focus Networks. They have provided a consistent, high quality, service with professional, approachable, Support Officers and have been accommodating when supporting our new initiatives and special projects.”

Matthew Younger – Manager ICT

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

To support the IT needs of a rapidly growing Shire whose residents and ratepayers have an increasing expectation of service by delivering quality IT Services to a network of 190 users. With a limited budget the Shire avoids the challenges of recruiting and managing an internal IT department.

### Solution

Focus Networks Managed Network Service manages the Shire computer systems economically and effectively by implementing standard operating environments and change control processes with clear documentation.

Assigned Focus Networks Support Officers attend the site on a regular schedule complemented by a 24x7 Helpdesk. The Support Officers assigned to the Shire know the site well and are able to resolve issues promptly.

Focus Networks manages complete HR functions for our skilled, trained, professional Support Officers including recruitment, sick leave, holidays, training etc. The onsite Support Officers are complemented by the Focus Networks second level support team.

### Results

Focus Networks have been supporting the Shire of Serpentine Jarrahdale for 13 years. In 2016/17 we responded to 2177 support calls and closed 2138. The largest project was deploying 112 new machines across multiple business units. Profiles and applications were migrated across using management tools. This project required that all old machines were securely wiped and packed up ready for returning to the leasing company.

The Shire users have a reliable and consistent experience with high system availability.

The Shire saves money compared to employing fulltime IT staff without the HR recruiting, staffing and rostering challenges of supporting a complex 24x7 environment.

Shire management are kept informed with clear, easy to read monthly Management Reports which record progress and also help with planning and budgeting.