



CHESTERFIELD AUSTRALIA OVERHAULS ICT ENVIRONMENT WITH CLOUD PLUS AND SURETY IT

Partners completely refreshed the ICT environment of Australia's largest John Deere dealer.

PROJECT SUMMARY

Five-year managed ICT contract, with private IP network, managed firewall, hosting, backup and disaster recovery

TECHNOLOGY

Cisco, Brocade, Fortinet, SuperMicro, Nexenta, VMware, Microsoft, Trend Micro, Veeam

KEY RESULTS

- + Chesterfield gained back 15% of its workforce hours across 220 staff
- + Overall business productivity improvement
- + IT team able to complete projects they didn't previously have time for
- + Average customer wait time on invoices has reduced from peaks of 20 minutes to 7 seconds

ACHIEVEMENTS

Cloud Plus and Surety IT were the winners of the Working Together category at the 2017 CRN Impact Awards



BACKGROUND

Chesterfield Australia is a farming equipment dealership with 12 remote offices in New South Wales and Queensland, many of which are in regional and rural areas.

THE CHALLENGE

Chesterfield Australia is a reseller of farm machinery in New South Wales and Queensland. They were experiencing major performance issues with their existing environment, significantly impacting staff efficiency and morale, and making it impossible to meet desired customer service levels.

The company wanted a refresh of its existing hosted ICT, a hybrid solution that was not suited to Chesterfield's growing needs. The hosted infrastructure consisted of file servers, applications servers and a Microsoft Exchange server, with a mix of thick and thin clients. The number of thick clients in use compounded issues with network performance, raising concerns about the risk of data loss.

The previous ICT environment was a hybrid solution that was not well suited to the needs of the business, had some major caveats and was not able to scale effectively. The performance of the network and access to hosted services was such that staff had resorted to workarounds and this opened the business up to significant risks in relation to security and data loss.

Call quality using VoIP over the network was far from acceptable and call dropouts occurred frequently. The hosted infrastructure consisted of file servers, application

servers and Microsoft Exchange with a mix of thick and thin client access. The number of thick client users only served to compound the issues with network performance and there were major concerns about security and data integrity due to the workarounds used by staff, particularly storage of business critical data on local PCs.

THE SOLUTION

Chesterfield sought an IT environment that would not only empower staff to achieve more, but also be able to work on remote sites. Chesterfield tapped Surety IT, which in turn reached out to Cloud Plus to help with the project. The two companies set about designing a solution that would meet Chesterfield's requirements.

Surety IT and Cloud Plus have been strategic partners since 2010. The companies worked closely over the past seven years to progressively take on ever-larger projects and integrate the entire Cloud Plus solution suite into Surety IT's MSP framework.

Cloud Plus and Surety IT share similar principles including a strong service ethic and a desire to look after each end client's best interests, ultimately delivering a steady stream of referral sales and helping to fuel rapid organic growth. Expert resources and knowledge in their respective areas and strong collaboration results in end clients receiving a highly tailored best-of-breed solution with industry-leading support that delivers excellent value.

Surety IT and Cloud Plus' aim was to provide a comprehensive solution that could be adapted and scaled as Chesterfield's needs changed over time.

Cloud Plus deployed its private IP WAN with IP quality-of-service support as the foundation for the new environment, giving priority to voice and mission-critical data applications. The two companies also rolled out Cloud Plus' managed firewall, virtual hosting, virtual server backup and disaster recovery services. A wide range of vendor solutions were used including Cisco, Brocade, Fortinet, SuperMicro, Nexenta, VMware, Microsoft, Trend Micro and Veeam.

ALL HANDS ON DECK

The end client had 16 remote offices, many of which were in regional and rural QLD and NSW and the client required the migration to be completed over a single weekend. To achieve this, Surety would need to attend each site over the course of that weekend to carry out various on-site tasks and provide user training and orientation. However, prior to that careful planning was required and all existing data, whether centrally hosted or remote, had to be replicated to Cloud Plus.

Surety IT and Cloud Plus held regular project meetings and meticulously planned the migration to mitigate any potential risks and ensure a successful result. First the network services were commissioned and tested. Then the virtual servers were built and tested and all of the existing data was replicated to them. Pilot users were given access to the new environment to ensure everything worked as expected. On-premise tasks were mapped and rehearsed, and all required documentation and checklists were prepared. As such, when the time came for the final migration there was a high level of confidence and everything went smoothly.

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We have been able to make sure that the people at the front face of the business, out with the customers in paddocks, are connected to our servers and our network and have the information they need readily accessible. That is a massive step forward in how we operate.

SUE OWEN, MANAGER, CORPORATE SERVICES, CHESTERFIELD AUSTRALIA

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THE IMPACT

Since the new environment was deployed, Chesterfield has gained back approximately 15 percent of its workforce hours across 220 staff. Overall business productivity improved and Chesterfield was able to complete projects they didn't previously have time for.

With the new environment, average customer wait time on invoices has reduced significantly, down to seven seconds from peaks of 20 minutes.

Chesterfield manager corporate services Sue Owen said: “Since we started working with Surety IT, we have been able to make sure that the people who are at the front face of the business, out with the customers in paddocks, are connected to our servers and our network and have the information they need readily accessible. That is a massive step forward in how we operate.”

The new ICT solution at Chesterfield Australia is on track for a 14-month ROI. This takes into account early termination fees from the previous suppliers (without early termination fees, the ROI would have been approximately seven months).

All of the expectations and objectives of the end client were met or exceeded. Business productivity has improved significantly and the end client has been able to complete quite a number of projects that they had no time to engage on previously due to time spent firefighting.

Chesterfield signed a five-year managed services agreement with Surety IT and Cloud Plus for the initial solution, but additional services are progressively being added over time as the solution scales up.

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