

verifact



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- Matthew Militano, Technical Director,
Centra Networks

Overview

Business Challenge

Verifact’s ability to quickly deliver IT equipment and services across their disparate business operations was limited by the speed of sourcing, configuring and commissioning new IT products and services. Verifact sought to establish a relationship with a professional IT Services organisation they could trust to meet their staffs’ often urgent support needs, and reduce the cost and complexity of these services.

Solution

In August 2006, Verifact partnered with Centra Networks, transferring their IT support, procurement, vendor management, strategy research and development to Centra Networks.

Business Benefits

- ⇒ Helped Verifact integrate new business acquisitions
- ⇒ Enabled Verifact to deploy new IT services and solutions to staff faster
- ⇒ Provided predictable costs
- ⇒ Allowed Verifact to make informed IT purchase decisions
- ⇒ Afforded a strong IT infrastructure for future growth
- ⇒ Removed vendor management burden for IT equipment and services
- ⇒ Integrated national presence on a private WAN

The Verifact Group extends IT support nationally with Centra Networks

Introduction

With over 1000 staff, 350 highly skilled contractors and 15 offices across Australia Verifact are a diverse services group of dynamic businesses committed to the safe keeping of its people, property and places across 5 key but not exclusive areas of business being; Health, Security, Investigations, Traffic, and Integrated Services.

The Challenge

Integrating disparate business processes

Verifact have an extensive track record and experience based across a wide range of complex environments including mining & resources, federal, state & local government, corporate, marine, construction & infrastructure and small businesses; all requiring the application of good risk management principles.

“As you can imagine, delivering consistent IT equipment and services to a diverse group of companies, who more often than not, have unrelated needs can be a challenge.” says Matthew Militano, Technical Director Centra Networks.

Verifact sought an IT Service Provider that would allow them to provision IT solutions to coal face staff faster, while helping Verifact reduce cost and complexity of these services so it could maintain a competitive edge.

The Solution

CNeasycare Support Services

Verifact decided they needed a complete IT Management program that pro-actively monitored, managed and supported their IT assets and staff.

In March 2006, after searching extensively for the right technology partner, Verifact learned about Centra Networks CNeasycare Services offering. Centra Networks CNeasycare provides a comprehensive service that dives deep into Verifacts business process and workflow, ensuring IT services are delivered precisely to maximise staff productivity and revenue.





"I trust the Centra Networks team to understand our business and use their specialised knowledge, skill and vendor relationships to deliver the best solution to meet our needs."

- Dan Crowley, Executive Director, Verifact Group

Solution Components

Industry

⇒ Investigations & Risk Management

Infrastructure

- ⇒ VMware vSphere Server Virtualisation
- ⇒ N-able Remote Monitoring & Management

Services

- ⇒ National IT Helpdesk
 - ⇒ CNeasycare
 - ⇒ ITIL complaint service delivery
 - ⇒ National WAN
 - ⇒ DR/BC
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For more information

For more information please call



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"We realised early on that Centra Networks CNeasycare would allow us to deploy IT solutions and services much more quickly," says Crowley. "The methodology and commitment to quality was streets ahead of offerings from other IT service providers we were working with, and it would give us national reach, allowing us to more easily provide services and support staff around Australia"

In August 2006, Verifact signed a CNeasycare plan and transferred its IT support, operations, vendor management and ongoing IT strategy to Centra Networks.

The Benefits

Helps Verifact integrate new Business Acquisitions

After implementing Centra Networks CNeasycare, Crowley says the company immediately began winning new customers and expanding business operations. ***"Our new IT infrastructure and support not only increased staff productivity and revenue, it provided the scalability and flexibility we needed to expand our operations beyond the 15 staff and single office we occupied at the time,"*** he says.

In addition, by circumventing the need to invest in expensive core server physical infrastructure at each new office location, Verifact can now offer its staff more cost efficient, centrally managed and maintained services delivered with a consistent quality and end user experience.

Provided Predictable Costs

Centra Networks CNeasycare plans are based on a pay-per-device model, that makes it easier for Verifact to budget for growth.

Removed the burden of vendor management

Crowley says he is confident that Centra Networks is the right strategic partner and provides Verifact with a significant competitive advantage.

"We're in the investigation businesses with a focus on people, process and assets. We don't have the time, inclination or resources to study technology trends and talk with multiple IT vendors about their latest innovations," says Crowley. ***"I trust the Centra Networks team to understand our business and use their specialised knowledge, skill and vendor relationships to deliver the best solution to meet our needs. Our relationship with Centra Networks is a key part of our strategy as we continue to expand."***



This customer testimonial is based on information supplied by Verifact Group and illustrates how one organisation uses Centra Networks products and services. Many factors have contributed to the results and benefits described. Centra Networks does not guarantee comparable results elsewhere.

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