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**“ Our previous IT support company were experiencing a number of critical business challenges, which were affecting the reliability, and performance of our IT system as well as the ability of our staff to get the help they needed.**

A reduction in IT support staff and expertise meant that the level of service we were receiving had dropped to a point where we could no longer sustain the level of productivity required. This was particularly challenging as we are in a knowledge-based industry that is very IT dependent.

When we lose internet connection or the server is down, we are seriously impeded and our office based and mobile staff are unable to do their work. Therefore, reliable, accessible, and effective IT systems are business critical for us. We were scheduled to review our IT support plan within the next 12 months however given the difficulties we were experiencing and the decision of the IT support company to close we decided to go out to market again in early 2013. We received at least three great proposals however the response we received from ITConnexion was the one that made the most sense. It was well thought out, affordable, provided a model of support that fitted our needs and demonstrated expertise with organisations of a similar size and purpose. While ITConnexions price was affordable and that was important to us, that was not enough. We also needed a support model that was a good fit for us. We hadn't specified our preferred model to any of the other providers, the only information disclosed was our current infrastructure, we wanted the support organisation applying for the job to review our system and suggest a support plan that would work best for us. Previous experience and performance were also important factors. We were confident that ITConnexion would be a good fit because of their long and successful history working with Not-For-Profit organisations of similar size and larger.

Our decision to contract with ITConnexion for IT support was quickly justified. They were able to quickly get on top of our system requirements, address IT system problems, and establish friendly expert and responsive support. PRC staff are now receiving the support they need to do their jobs well and staff satisfaction levels are quickly improving. Our IT infrastructure is also significantly more reliable and ITConnexion are very responsive when there is an issue.

Getting the quality and performance of our IT system up to standard has required purchase of new hardware and implementation of new strategies. The advice we have been given by ITConnexion is matched by the performance level they promised and we look forward to long term savings as a result of a more reliable, healthy and effective IT infrastructure.

We have found the IT services provided for by ITConnexion to be value for money and the money that we have spent on infrastructure appears to be money well spent. We are delighted in the noticeable decrease in hidden IT costs resulting from ineffective IT support and systems. We are also impressed with the professional non-defensive manner ITConnexion engage with other IT consultants and technicians in our interest when specialist needs arise.

While it is still early days overall, what has really impressed, apart from the achieving our IT support goal, is the responsiveness and respectfulness of the staff, managers, and directors of ITConnexion; they take our business seriously and are only happy when everything works, as it should. This is a great platform to work from and I am happy that we are partnering with ITConnexion.