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“ Our previous IT provider just had nobody on the ground, even though they were increasing business size they couldn't deal with their workload as they just didn't have the technicians.

We started looking around for another provider when their main tech came to us and said that he had just resigned – that just sealed the deal for us. We had to find somebody who could actually deal, proactively and in a timely fashion with our issues. The first thing that attracted us to ITConnexion was their experience in the Not for Profit sector.

I was supplied with names of current clients by Vincent or Carlson, I just made a few enquiries asking about relevant experience in this sector and they all offered glowing reports. My expectation of ITConnexion was to get us out of a bit of a hole. The people who were servicing us, were not giving us any type of response time, that was the first thing, the second thing was that they increased their fees and my view was fine increase your fees but are you going to be able to increase your ability to service us and they didn't want to answer that question because they didn't have any techs. And so with ITConnexion, our focus was not the fees our main expectation was for ITConnexion to deal with our immediate needs within a reasonable time frame. Really costs didn't come into it, but ITC was no more expensive than our previous providers. It was more the ability to service our needs, not cost.

The response time we receive from ITConnexion is fantastic. ITConnexion has helped tremendously in training and supporting our internal IT contact to the point where she can act quite independently.

Another benefit is ITConnexion are always proactive when it comes to IT management. Our organisation has grown faster than what the systems had grown and ITConnexion offered solutions that were able to quickly

fix those issues. One critical solution being our IT Disaster Recovery Plan (DRP) A DRP was being called for by our main funding and the Disaster Recovery Plans were supplied by ITConnexion in a timely fashion.

Due to our growth rate, we were also experiencing a high frequency of technological changes and with each change we were actually being kept in the loop through the IT tech team. So we know what was out there. So when ITConnexion saw a problem they were actually providing an answer for it, rather than us discovering a problem and saying hey can you fix this. So they are the main two benefits that we found along the way.

Also, our downtime these days is minimal and planned, so we know when the tech arrives there is a request that we are going to shut the server down at 5pm and usually staff have finished work for the day.

Since ITConnexion have been looking after us, we've experienced less downtime and productivity's up because our systems are proactively maintained and we are using software a lot better. When we have a major upgrade, such as server replacement, ITC work in with us and minimise downtime and interruption to all workers.

I'm really happy and comfortable with what we are doing and how we are going with ITConnexion. There's never a question about are we going to continue with ITConnexion or anything like that, because the answer is always a firm yes.