Client Case Study - Retail Franchise

> I can honestly say that because of Saxons, my time has gone back into the business focusing on my primary role. Saxons IT have taken away the IT stress by simplifying our networks and opening up our communication platforms with our clinics.

Company Profile

Our client has around 200 employees across 64 stores located in Australia and in New Zealand. The majority of these stores are franchised and are supported by head office.

The Package

Saxons continues to provide managed services to the client resulting in several key outcomes which essentially give complete peace of mind. The implementation of new infrastructure, the migration of its users onto a more suitable platform and the integration of all key Line of Business and Point of Sales systems facilitated the actualisation of the company's growth strategy.

24 hour monitoring allows for thorough analysis and proactive action when required. Through a monthly or on demand report the client can see exactly how their IT Solution is working for them and what actions Saxons is taking to continually improve service. Combining this system with the SIS Technical Team, effective communication and collaboration occurs to provide on-site or remote support to the client's IT requirements.

Initial Situation

The client has been working with Saxons for the past 5 years. Initially, Saxons were providing IT support for a select number of stores owned by a specific franchisee. This support was provided on an ad hoc basis and meant that the majority of billed hours were consumed in IT triage. When the intentions of the business were made clear, and the strategy to grow was in place, head office got in touch. They desired a more sustainable IT management plan and Saxons started provisioning managed services, infrastructure, hardware and support for the entirety of the business.

Growth Story

As the client began to develop within the Australian retail market, they established a

strong growth strategy which lead to a greater demand on their infrastructure. With the implementation and actualisation of its projected growth, the company quickly outstripped its technology platform.

Saxons has been tasked with addressing this growth while preparing for its future impact. Through a consultative approach – Saxons planned the development of their current IT solution. The consultation lead to the implementation of an improved IT solution that allowed the company to maintain its projected growth. Saxons identified that their current infrastructure was not suited to the needs of the growing company as it was at its End of Life and required replacement.

Infrastructure Profile

- HP Pro Liant Server: This server would be primarily utilised for secure data storage and backed up by the cloud based software.
- Shadow Protect (Developed by Storage Craft) takes holistic 'snap shots' of the server as it stands every 15 mins, ensuring that there is never a significant loss of data or information.
- PC Workstations that are supported:
  Hewlett-Packard HP Compaq Pro 6300 SFF
  Hewlett-Packard HP ProDesk 400 G1 SFF
  Supermicro X7SB4/E
  Lenovo ThinkCentre M90 5474-RG6
  Laptop / Mobile Workstations that are supported:
  Sony 13.3 inch VAIO T Series 13
  Lenovo ThinkPad® E531 68851Y7
  Dell XPS 14 (L421X) Ultrabook

Software Integrations

- Shortcuts Clinics Software - Shortcuts is a complete clinic practice management software system. Features include appointment book, integrated point of sale, visual treatment records, and automated marketing Shortcuts to help grow business.
- M.Y.O.B Account Right Premier – cloud based accounting software that enables mobile access, multiple access to single files with a scalable perspective with add on tools.
- Lab Tech reduces service costs and allows for remote monitoring. The software provides alerts to our Technicians that allow for proactive maintenance and ongoing security updates.
- Microsoft 365 Business Essential – Microsoft 365 is a cloud based service

that is guaranteed to be current, secure and available to its users at all times. Includes business grade email and calendar, online conferencing, instant messenger. 365 also allows users to create and edit Word, OneNote, PowerPoint, and Excel documents from a browser. This functionality is also combined with cutting-edge security practices with five layers of security and proactive monitoring.

Implementations Flow

Initially a new server was installed to remediate issues that were being faced by the current end of life system. SIS then facilitated the migration of all of the client's users to Microsoft 365. Microsoft 365 is a cloud based service that is guaranteed to be current, secure and available to its users at all times. In line with the 365 migration, SIS also ensured that there were no compatibility issues with the Line of Business systems and ensured that these would integrate with the solution. The Line of Business systems included the Point of Sales software – Shortcuts P.O.S and M.Y.O.B Accounting Software.

Remote monitoring software Lab Tech was also installed throughout CSC's network. Lab Tech reduces service costs and allows for remote monitoring. Lab Tech also ensures that scheduled updates occur and don't impact on day to day business. The software provides alerts to our Technicians that allow for proactive maintenance and ongoing security updates.

What we're working on now

Saxons is continuing to proactively inform and educate the client's team by developing and utilising subject matter experts in the Microsoft space. As with any implementation of new software or operating systems there is a degree of uncertainty that comes with change. To minimise and elevate the impact on everyday business operations, Saxons will be introducing training on the 365 suite. With the use of qualified Microsoft Certified trainers and the subject matter expertise of our IT Technicians, the client will have access to face to face training that will ease the transition.

Saxons is also continuing to observe the trends and outlook of the client in order to ensure that any future needs are scoped and prepared for. Establishing project plans for future developments in the company and estimating the future needs allows Saxons to be proactive in its this space, providing and an adaptive and robust approach to the managed services domain.

Find out more about what Saxons IT Solutions can do for your business

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