

MANAGED SERVICES

UPGRADING TO BETTER ENVIRONMENT

How a South Australian regional council improved staff productivity, ageing infrastructure and ICT outcome by partnering with Subnet

SERVICES

- Fortigate Next Generation FireWall
- Datto O365 backup
- Datto Business Continuity
- Cisco switching
- Citrix and Telstra private cloud (planned)

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One of the positives of having Subnet as our provider has been their detailed and thorough level of communication, they let all staff know where they are with specific job requests. This is a key thing for us as it helps manage efficiency.

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Karyn Burton
Chief Executive Officer

ABOUT THE CUSTOMER

The Berri Barmera Council is a local government body that provides council services to residents in eight towns in the Riverland region: Berri, Barmera, Glossop, Monash, Cobdogla, Loveday, Winkie and Overland Corner. The council has 69 employees dedicated to efficiently and reliably delivering services like waste management, employment services and public health.

CUSTOMER CONCERN

Previously, the Berri Barmera council shared ICT resources with the Loxton Waikerie and Renmark Paringa councils as part of an alliance called G3. Key changes the council was facing with their ICT environment included:

- Ageing hardware and infrastructure made it difficult to perform updates and maintain data security.
- Hosts and storage were not receiving regular patching, with server warranties and storage having expired months prior.
- Resources were strained and ineffectively allocated.
- CPU, memory and storage resources were underperforming.
- The virtual servers were starved of resources which affected the performance of the ICT systems.
- Slower systems meant staff productivity was hampered.
- The telephony systems were hosted on an ageing physical server resulting in reduced reliability and usability.

As the council didn't have an onsite ICT resource, backups were outdated, and untimely. Not having a local ICT service provider meant that routine maintenance did not frequently occur. It often took up to 3 hours for engineers to arrive on-site; additionally, callouts proved costly when travel costs were considered. As a result, the council was looking to cost-effectively manage their ICT services while providing a foundation for their strategic 5-year goals.

SUBNET SOLUTION

Subnet's consulting team completed an initial on-site ICT Health Check to understand how the environment, business plans, existing staff and systems affected the reliability, uptime, security and sustainability of the infrastructure.

Our engineers found many efficiencies to be gained through the consolidation and standardisation of the Berri Barmera Council ICT environment, leading to an improvement in performance, reliability, reduction in Total Cost of Ownership (TCO) and operational expenditure (OPEX).

The Council requested additional consulting services to assist with the continued business transformation within the G3 councils. A dedicated Service Delivery Manager was assigned for ongoing management and escalation purposes. To ensure staff had improved ICT resources, Subnet recommended that all current virtual server and telephony infrastructures be replaced with a new, fully supported and resilient solution. We worked closely with the Council's internal staff and previous service providers to ensure a seamless transition of support and minimise any impact on the council.

We have upgraded their ADSL connection to a NBN link leading to improved internet and network access. The NBN connection has resulted in enhanced coverage and density of the wireless infrastructure. Subnet assisted the Council in upgrading its ageing server host infrastructure to better support the ICT environment and fully virtualise the Windows server infrastructure. As part of the Managed Services Agreement (MSA), our Riverland-based Systems Engineer is present on-site to work with the Council's team. With a strong regional presence, Subnet ensures consistent support and coverage to all its regional partners.

RESULT

- Reduced Total Cost of Ownership (TCO) through detailed True-Ups and True-Downs
- Reduced risk and system complexity with enhanced and exceptional customer service
- High-quality expertise through non-technical speaking, highly specialised staff, as part of MSA
- Monthly maintenance checklist including backup and replication testing
- Monthly reports including analysis of service levels, patch notification and trends

About Subnet

Subnet is a leading provider of Managed IT Services, ICT Consulting, Cloud Services, Infrastructure and Networking Services, and tier-1 products to customers across Australia. Headquartered in Adelaide, SA, and with operations in regional South Australia, and internationally from the Philippines, Subnet delivers value to over 300 customers including leading South Australian icons. To know more about us and how we can help you, contact us at:

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