

An office move with virtually no downtime



optimus systems 

CASE STUDY: PHYSIOACTION



CASE SUMMARY

PhysioAction was surprised how smoothly an office move went, with virtually no downtime. The old office was vacated at 3pm on a Friday, and by 10am Monday morning all the IT equipment had been moved, tested, and was fully functioning. Everyone had internet access, was able to print, hooked up to the phone system, and ready to work.

WE WERE ALL ONLINE AND OPERATING BY 10AM WITH BUSINESS AS USUAL

COMPANY BACKGROUND

PhysioAction head office moved from a leased office in Takapuna to its own building in Birkenhead, Auckland. All of the workstations had to be relocated and set up over a weekend.



THE PROBLEM

None of the staff at PhysioAction are skilled in IT: "It's all a foreign language to us," says Chrissy Hempseed, the Operations Manager.

With previous suppliers, it was very much a case of hoping things would happen – but often they wouldn't. Yet IT assistance with the office move was necessary – and with minimal disruption to the business.

A further complexity was that the new office didn't have fibre connected, and there was a three-week delay with Chorus installing it.

THE SOLUTION

Chrissy called on Optimus Systems to assist with the office move, which involved moving the entire IT infrastructure. This included moving PCs, routers, network switches, wireless access points, printers, and phones.

“Chris at Optimus Systems was our contact point throughout, and he was fantastic. He came to our previous premises and took a detailed look at exactly what needed doing. He was so thorough, that we felt really confident in that he had everything covered. Plus we’ve been working with Optimus Systems for a while now, and there’s never been a single time where we’ve asked them to do something, and we haven’t had a good outcome from it. They always do a good job and are totally reliable.”

“The issue with the fibre connection was out of all our hands: we couldn’t do anything but wait for Chorus to do their thing. Chris from Optimus Systems was right on hand: he told us to give him a call once Chorus had finished – he said there’s no point him sitting there, clocking up a bill, while they work. And as soon as Chorus had finished, Chris came straight away to do what he needed to do. He’s got this wonderful air of availability. It makes us feel really valued as a customer that he’s so responsive. It’s a really comforting thing.”

In the interim, until fibre was connected, Optimus Systems implemented a temporary solution for internet connectivity using a 4G router

THE OUTCOME

After the PhysioAction staff went home at 3pm on Friday, Optimus Systems initiated the office move immediately so the new office was set up ready for Monday morning.

As well as moving all the IT equipment, Chris from Optimus Systems arrived at the new office on Monday morning to ensure that everyone’s PCs were working; that all the staff had internet access; that all the phones were working; and that everyone could print and access vital software such as payroll, MYOB, and so on.

“I expected our first day in the new office, Monday, to be a total write-off in terms of productivity and nothing being able to get done. Chris from Optimus Systems had everything organised, ready to go. He’d considered and planned everything, right down to which switches and cables we’d need.”

WHAT ARE THE BENEFITS OF MOVING WITH OPTIMUS?

If you're just moving to a new location or scaling your business, you can't afford unnecessary downtime



Single Technical Contact



Minimising downtime



Physical Moving of devices



Setup of Servers and Workstations



Connectivity Setup (WiFi / Internet / WAN / VoIP)



Scalability



A Partner with 19 Years of Expertise

"I'd really recommend Optimus Systems for an office move. They just keep surprising us by actually doing what we ask them to!"

CHRISSY HEMPSEED - OPERATIONS MANAGER

