

**ARTICLE CASE STUDY**

# XAct Solutions

**XAct**  
solutions





## Introduction

XAct Solutions is a global organisation that was looking for an IT Managed Services provider that prioritised a high standard of service and reliable IT infrastructure. They needed assistance to reduce costs while increasing stability, security and reliability for their remote employees. With Platinum Technology's services, they now focus on their core business activities without the distraction of unreliable and costly technology systems.

## Managing the IT requirements of a global organisation

XAct Solutions is an Australian based supply chain and industrial property advisory firm with offices in Australia and South East Asia. They've been in business for almost 15 years and their projects span the Asia Pacific region. Managing the logistics of a remote workforce and international projects mean they need all facets of their business operations to run smoothly, particularly their technology systems.

## The risk of unreliable IT infrastructure and support

As a business that relies on its staff having reliable access to the company network to meet customer expectations, XAct Solutions' IT needs were at the top of this list. Co-Founder Byron Patching knew that something needed to change when he started paying for round-the-clock support because he couldn't trust the reliability of his current IT systems. Continuity of service to meet customer needs is paramount for XAct, and IT systems that don't perform can have a significant impact on project outcomes and profitability.

The situation had become dire for XAct and staff were constantly looking for their own workarounds to combat the increasingly unreliable network infrastructure. This ranged from seeking individual advice outside of the IT service arrangement to saving files in external locations to ensure availability.

It was at this time that XAct Solutions considered recruiting an IT expert. But the scope of what they needed and the complexities of employing someone with the right skill set was a challenge. After careful consideration, they searched for an alternative IT supplier hoping for an improvement on their existing arrangements.



Platinum Technology were willing to work closely with us to secure the transition from the existing provider.”

**BYRON PATCHING**

Principal – XAct Solutions



### Enterprise class experts that are an extension of your team

Engaging a team like Platinum Technology meant that XAct would have access to the collective experience of a team of enterprise experts for less than the cost of an employee. With this capability, Platinum is naturally positioned as an extension of the XAct team. Working together with common goals creates better outcomes.

### Solutions that reduce business disruption

With staff in locations that often have unreliable connectivity, making sure that documents are safeguarded and accessible was a top priority for XAct Solutions. Platinum Technology moved their entire infrastructure and backup systems to the Microsoft cloud which ensured staff could access the systems and data from anywhere, at any time and from any device.

With offices and projects across Australasia, XAct also needed an IT provider that could deliver a framework for reliability and support for all staff, especially those outside Australia. Whether it's setting up a new computer or managing software updates and troubleshooting, Platinum has the capability to deliver services internationally. These are solutions that aren't limited by location or time.

## Relationship focus for superior outcomes

Previous arrangements that focused on the upsell rather than what XAct needed to effectively run their business made their IT arrangements unnecessarily costly. They found that Platinum Technology was proactive and offered personalised advice on ways to make their IT systems more effective for their business needs.

Platinum's focus on developing a cost-effective solution that improves reliability and reduces risk was exactly what XAct Solutions needed. With their well-structured architecture, incident and problem management processes, Platinum were able to clearly understand XAct's needs and develop a solution that was robust, reliable, and agile. XAct Solutions didn't want to manage several IT suppliers across locations, so Platinum's ability to meet the needs of local and remote staff made a significant difference to the trust XAct could put into Platinum's service offering. No matter where staff are located, they can receive assistance when needed.

## Back to business

Having Platinum Technology on their team means XAct Solutions can focus on what they do best. And now, three years into their changeover to Platinum, XAct continue to value the proactive nature of the Platinum Technology team and see their involvement as a true partnership in meeting business goals. With a reliable infrastructure and support structure, XAct can continue to focus on what they do best.

“Platinum Technology are diligent and responsive. They proactively plan and lead us to where we need to be.”

**BYRON PATCHING**

Principal – XAct Solutions



## The challenge

XAct Solution employs staff and manages projects across Australasia and had increasing concerns about their unreliable IT infrastructure and support which were vital to meeting project outcomes. This led to increased costs as they tried to mitigate the unreliability.

With a remote workforce in sometimes challenging locations, XAct also needed an IT Managed Service Provider who could provide critical system and software support to all their staff.

Staff were forced to implement personal workarounds for IT advice and to guarantee availability of documents which increased risk to the business.

## The solution and outcome

A comprehensive IT Managed Service solution that provided on-site and remote assistance was deployed for XAct. With a workforce based in Australia and throughout South East Asia – providing remote support was paramount.

Infrastructure and software are purchased through Platinum to allow for seamless integration of supply and support. Onboarding new staff and helping existing staff is now easier with remote access.

Cloud solutions are managed by Platinum and serve an important role in business continuity and system and document availability. All business documents are now held centrally to ensure safeguarding and reduce risk. Systems for backup have been implemented to ensure files are available for the greater business to access in need.

Now, three years into their changeover to Platinum, XAct continue to value the proactive nature of the Platinum Technology team and see their involvement as a true partnership in meeting business goals.

### Key challenge points

- › Unreliable networks
- › Costly systems
- › Risk to ability to deliver project outcomes
- › Global company with staff and projects throughout Australasia

### Key solution points

- › Managed IT services
- › Remote system set-up and support
- › Cloud based systems

### Key outcome points

- › Reduced costs
- › Improved reliability
- › Improved stability
- › Reduced risk to business continuity
- › Improved security
- › Trusted to provide solutions in XAct's best interest

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For more information on with Platinum Technology, don't hesitate to contact us at [enquiries@platinumtechnology.com.au](mailto:enquiries@platinumtechnology.com.au) or visit us at [platinumtechnology.com.au](http://platinumtechnology.com.au)

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