The IT Department
IT without the overheads

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CASE STUDY

The Story

When The IT Department first started working with MOIRA, they were in a period of unparallelled growth. This meant their reliance on IT systems had reached an all-time high, and they needed an independent audit on their systems, security, processes and risk status to identify MOIRA's IT risk profile, unknown threats and operational efficiencies.

Following the audit, MOIRA were able to prioritise immediate and short-term projects, beginning the framework for their longer-term considerations and strategic planning. This led to MOIRA employing The IT Department to help manage their office relocation.

The Brief

MOIRA tasked The IT Department with a range of responsibilities, including:

- Selection of a suitable internet connectivity solution
- UPS selection and installation oversight
- Selection and installation of new switching equipment
- Oversight of internal cabling/patching installation
- Selection and connection of audio visual equipment
- Selection and implementation of a new SIP/VoIP-based telephony infrastructure (including the provisioning of a new physical server to host it, desktop handset selection, and the detailed configuration of call queues and a myriad of associated options)
- Selection and deployment of a new wireless network
- Installation and configuration of a new firewall appliance, integrated with a fully revised network topology
- GoLive support

The Process

With a deadline that nearly halved before the commencement date of the project, coupled with Christmas delays, we were able to complete the following:

1 **Assessed MOIRA's needs**, surveyed the site, and through our constant communication and review, collated several solutions into one final offering.

2 **Worked closely with several distributors**, contractors and vendors to procure, install and configure a finished solution.

3 **Implemented a scalable phone system** that better reflected the business requirements surrounding call flow, analytics and cost reduction.

4 **Accurate forecasting and budgeting**, ensuring no surprises.

5 **Improved network security and visibility**, allowing for quicker problem resolution and higher uptime.

The Results

MOIRA's office relocation went smoothly, ensuring there were only minor teething issues by the Go Live date. This meant their productivity remained high throughout the process. They've also seen efficiencies improve with the new setup.

Further, MOIRA has trusted ITD on a range of additional projects since. We now provide Managed Care for the organisation, which includes the development and implementation of IT strategy and support, continuing to save the company time, money and resources.

Client's Feedback

ITD carries out their work with care and competence, interacting helpfully and respectfully with our internal tech team and other business users. We find our communications are invariably frank and productive, and the inevitable uncertainties or differences in perspective are dealt with in an open, friendly and professional manner. Their focus is always on what is best for the project and for our business.

Finally, it's worth noting another area where our relationship with ITD is productive. Specifically, in negotiations regarding agreements, terms and conditions and legalities. These negotiations have been characterised by a general willingness to be flexible, to focus on matters of substance and to work constructively towards mutual benefit.

We look forward to a continuing relationship with ITD as a valued contributor to MOIRA's journey.

Tony Collins, Manager – Technology