

## MANAGED SERVICES

# DRIVING CHANGE AND INNOVATION

How a South Australian logistics provider 'future-proofed' its IT environment to deliver uncompromising support and service to its end-customers

### TECHNOLOGY

- Citrix
- Microsoft Office 365
- Telstra private cloud
- VMWare vSphere
- Wide Area Network (WAN)
- IP Telephony and Video conferencing
- Cisco Call Manager
- Veeam Backup and Replication



*The change to Subnet was big for us. Moving from one managed services provider to another is always challenging; it involved a national hardware and software rollout. Subnet was there every step of the way.*



Chris Cheshire

National Manager, Business Systems

### ABOUT THE CUSTOMER

Northline is a privately owned and managed Australian business specialising in four major areas of service provision: National Freight Management including road and rail services; Warehousing and Distribution; International Freight Management and Project Logistics within Mining, Construction, Oil and Gas industries. The company has 13 branches across Australia, with their service centre located in Adelaide, SA, home to 100 employees.

### CUSTOMER CONCERN

Northline was looking to work with a partner who was willing to take accountability and ownership of their ICT environment, something they felt lacking with the incumbent. The company wanted the design and implementation of a complete end-to-end solution that included:

- Server, wired and wireless networking
- Zero down-time telephony infrastructure
- ICT Consulting partner
- Managed IT Services solution
- National site to site connectivity

The company wanted a stable provider that understood their

business and working culture, and could grow side by side with them while maintaining financial stability. Northline wanted to keep their business agile, increase accessibility and adequately support their employees spread out across regional Australia.

## SUBNET SOLUTION

Subnet performed ICT systems and infrastructure audits to assess the limitations of the current environment. Based on the audit outcome, Subnet engineered a tiered solution approach. To ensure business agility, increased accessibility and adequate support for Northline's employees, spread across Australia, Subnet undertook the Microsoft Office 365 migration. This led to enhanced communication, allowing Northline to efficiently run their diverse business and continue to serve their customers.

With customer experience being a key metric of Northline's operation, the telephony environment was highlighted as the most crucial. Subnet reconfigured their environment to boost productivity, and ensure seamless access from any location, leading to simplifying management.

To make Northline 'future-ready', Subnet migrated their on-premise infrastructure to Telstra's private and dedicated cloud platform. The private cloud model provided better agility, security, resilience, availability and scalability. Based on VMWare vSphere technology, the private cloud provided the flexibility of migrating and maintaining legacy systems, without any unexpected or constantly fluctuating costs that many of the public cloud providers would accrue.

Subnet also designed Northline's private, and secure wide area network (WAN). Subnet continues to monitor all necessary hardware and software to support the managed private WAN. This WAN service was also leveraged to provide Northline's Tier-1 IP telephony and video conferencing environment.

Subnet has significantly improved on Northline's data recovery issues and helped to develop a plan to keep the business going-on, in case of outages. We have implemented a Veeam Backup and Replication solution that runs continuous backups with 30-minute backup snapshots for critical systems, ensuring data security, management, and recovery.

## RESULT

- Smooth and zero failure transition from previous managed service provider
- Reduction in Total Cost of Ownership (TCO)
- Zero downtime in telephony services and infrastructure
- Improved Business Continuity and Disaster Recovery (BCDR)
- 24x5 business support

## 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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