

CLIENT ONBOARDING SSH GROUP

Building reliable, proactive and profitable partnerships.

Introduction

Site Services Holding (SSH) Group, a prominent company based in Perth, specialising in site services and solutions, faced a critical challenge with its Information and Communication Technology (ICT) management. The previous ICT service provider was failing to meet their service expectations, leading to delays in service requests and neglect of essential tasks. SSH Group sought a reliable partner to address these issues and provide proactive support. This case study explores how Qbit, an IT company in Perth offering managed services, came to the rescue, delivering ISO9001-backed managed services, and successfully transitioning SSH Group into a new era of IT efficiency and cybersecurity.

The Challenge

SSH Group relied heavily on its ICT infrastructure to manage its operations effectively. However, their previous ICT service provider consistently fell short of delivering timely support and overlooked several critical service requests. This hindered SSH Group's productivity, leaving them frustrated with the lack of proactive support and the inability to stay updated on the latest productivity trends and cybersecurity measures.



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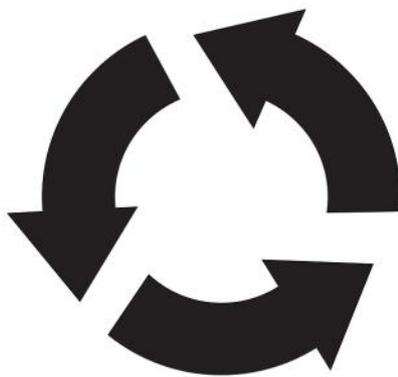
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The Qbit Solution

Recognising SSH Group's IT struggles, Qbit stepped in with a comprehensive solution. Qbit's proposal included:

1. **ISO9001-Backed Managed Services:** Qbit offered SSH Group a robust suite of managed services that were ISO9001 certified. This certification assured SSH Group of Qbit's commitment to maintaining high-quality service standards and best practices in IT management.
2. **Dedicated Team of Engineers:** Qbit assigned a team of skilled engineers to SSH Group's account, ensuring that all IT-related issues and requests would be promptly and efficiently handled.
3. **Account Manager:** To enhance communication and accountability, Qbit appointed a dedicated account manager for SSH Group. This individual would serve as a single point of contact, ensuring that SSH Group's IT needs were consistently met and that the company received proactive support.
4. **IT Infrastructure Upgradation:** Qbit committed to keeping SSH Group's IT infrastructure up-to-date with the latest trends and cybersecurity measures. This included regular assessments, upgrades, and cybersecurity audits to safeguard their data and systems.



The Transition

The transition from the previous IT service provider to Qbit was seamless and meticulously executed. Qbit's team collaborated closely with SSH Group to understand their specific needs, ensuring a smooth transition without disruptions to their daily operations. The transition process included:

1. **Data Migration:** Qbit facilitated the migration of SSH Group's critical data, applications, and configurations to their new IT environment, minimising downtime and data loss.
2. **Training and Onboarding:** Qbit provided training sessions to SSH Group's employees, ensuring they were comfortable with the new IT systems and processes.
3. **24/7 Support:** Qbit established a 24/7 support system to address any immediate concerns during and after the transition.



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The Outcome

SSH Group's decision to partner with Qbit proved to be a game-changer. The benefits of this partnership were immediately evident:

1. Improved Responsiveness: SSH Group experienced a significant improvement in response times for service requests, ensuring that their IT issues were addressed promptly.
2. Proactive Support: With Qbit's proactive approach to IT management, SSH Group no longer had to worry about staying updated on the latest productivity trends and cybersecurity measures. Qbit took care of it all.
3. Seamless Transition: The transition to Qbit's managed services was seamless, with no major disruptions to SSH Group's operations.
4. Enhanced Cybersecurity: Qbit's regular cybersecurity audits and measures enhanced SSH Group's cybersecurity posture, providing peace of mind against potential threats.

In summary, SSH Group's decision to switch to Qbit's managed services was met with outstanding results. Qbit's ISO9001-backed services, dedicated team, and proactive approach transformed SSH Group's IT landscape, ensuring they received the high-quality support they needed to thrive in the digital age. The partnership between SSH Group and Qbit continues to flourish, demonstrating the power of reliable managed IT services in driving business success.

If you are looking for a reliable IT company look no further than Qbit, reach out to us on sales@qbit.com.au or call us on (08) 6364 0600

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