



A multi-faceted managed service solution for a specialist business.

Insolvency Firm

THEIR STORY

With headquarters in Brisbane, SV Partners provides professional insolvency and advisory services for businesses, supporting their journey as they recover from different financial situations. The company employs 150 staff who are located all over Australia.

SV Partners had been managing their IT internally, but they were left in urgent need of a new provider when their solution disintegrated quickly and unexpectedly. Because the business had worked with Huon IT on a software development project in the past, it reached out to our team to discuss a tailored services package.

THE CHALLENGES

With no IT provider to rely on, the first thing SV Partners needed was day-to-day tech support in the form of a help desk that all staff could reach out to.

Beyond this, the business faces the difficulty of working in a highly regulated environment. Supporting clients through insolvency issues

means SV Partners must handle sensitive data and information. When it reached out to Huon IT, it was in need of a complete audit of network infrastructure and cybersecurity to protect itself and its clients, and remain compliant with current regulations.





THE SOLUTION

Huon IT Head of Client Advisory Services Lindsay Rhodes and Technical Lead Blake Burgess came on board to support on this project, and were able to start providing IT support within three weeks.

- ▶ To address the urgent need for day-to-day IT support, the first step was to **establish a central IT help desk, with a senior technician and 24/7 points of contact**. SV Partners staff from all over the country can now call, email or lodge a ticket when they have a question or need something urgently fixed.
- ▶ **A full audit was then conducted to identify and triage issues**. Huon IT was able to come in with fresh eyes to complete this audit, table the findings and make recommendations. Some of the key issues included best practice improvements, security risks, legacy system setups, plus the need for a clear and functional disaster recovery plan.

Lindsay explains, "Huon IT was able to come in with fresh eyes to do an extensive audit, table the findings and make recommendations. We reviewed and updated cybersecurity, then gave advice about best practices for the rest of the network because we noticed some systems weren't being used in an optimal way."

- ▶ Once Huon IT had established a comprehensive support desk solution and completed the audit process, **focus turned to review, prioritisation and planning of Strategic vision for the firm**, while in parallel assisting with new or in flight projects that will help drive efficiency and growth.

Blake shares that, "We now play a strategic advisory role in addition to providing regular IT fixes and updates. We're continually looking at where SV Partners has come from and where it needs to be."

THE RESULTS

Huon IT is now the main IT services provider for SV Partners, covering a cross-section of functions.

As explained by SV Partners' Mel Purcell, "Huon IT provides a client manager as well as an account manager, who has been fantastic. I liaise with the account manager on a day-to-day basis and then the SV Partners team can reach out to the IT support desk as necessary."

Huon IT was able to respond to SV Partners' needs very quickly, which helped foster confidence in the business. "They put a full team on board, we worked well together, and Blake was great at explaining technical IT issues to non-IT people who need to make decisions. I have found I need to fully understand a problem before I make a decision and Huon IT has been very helpful in that area," says Mel.

Using a Managed Service Provider gives SV Partners protection from concerns about key knowledge holders resigning in the future. Mel

explains that the service is also cost-effective for the business, "We are no longer paying for a full-time manager plus additional headcount, then needing to cover costs and gaps when people are on holiday."

SV Partners now has more capacity to help its clients because there are fewer technical roadblocks for the team to deal with. The business has a far more robust and well-protected IT infrastructure, and is on track for smoother, more efficient systems in the future.

Need a tailored solution for day to day and project-based IT management? Contact Huon IT today.



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MEL PURCELL
OPERATIONS MANAGER, SV PARTNERS

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