

# ONBOARDING, 3CX & INTERNET INSTALLATION SOFTBALL WA

A successful partnership formed as a result of Qbit's passion for community presence

## About Softball WA

Softball WA is State governing body for Softball in Western Australia. Their membership compromises of Associations, Clubs and individual members who play, officiate and support Softball WA.

Softball WA was known to Qbit Computers long before they established a partnership as Qbit Director, Fabio Suffell and his family have been involved in the sport for many years.

## The Challenges

Softball WA was experiencing ongoing issues with their previous ISP, being overcharged for services they were not receiving, while key locations onsite were without WiFi for the club and its attendees to access.

Softball WA was also in need a modernised phone system that had the capabilities to have an overflow, direct numbers for each staff member and an after-hours voicemail that had large storage space.



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"Communication was first class. I was informed and updated regularly. Staff went over and above to resolve any issue encountered. Staff are knowledgeable and skilled."

-Rick Wolters, CEO

## Solutions



### ICT Support

The possibility of an ongoing and profitable partnership between Qbit and Softball WA was identified and a support agreement was also included to streamline this offering.

Qbit installed support agents and anti-virus on all devices, as well as implementing products such as spam filtering and phishing awareness training to bolster Softball WA's cybersecurity profile.

This means that Softball WA has access to support 24 hours a day, 7 days a week, and they are safe in the knowledge that their productivity is protected by a team of professionals.



### Managed 3cx Phone System

After talking with the customer and gaining an understanding of the business requirements and needs, Qbit setup a phone system for Softball WA that would not only help them, but improve customer experience as well.

Qbit was able to meet all of Softball WA's requirements and provide an overflow for Reception, direct lines for each staff member and an afterhours voicemail with a large amount of storage space.



### Internet Connection

Qbit was able to provide a fast resolution for issues that had been dragging out for months with their previous Internet provider.

Qbit installed new access points and organised a better, faster NBN for the site. As a result, the team at Softball WA, as well as their visitors and club members, can enjoy a faster connection and greater coverage, now reaching to the edge of the grounds.



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