CASE STUDY – WESTCOURT GENERAL INSURANCE BROKERS (COMMUNITY BROKER NETWORK)

In 2016 we entered a tender process to provide Managed Support Services to Westcourt General who had 15+ servers located in a data centre in Perth, WA. They had 300 users throughout Australia, mainly in Perth, Melbourne, Sydney and Brisbane. After we successfully won the tender we then started work on the project to migrate/rebuild these servers in the Microsoft Azure Cloud platform along with migrate email to Office 365. This project improved the security of the network, increased the speed of the servers for all staff and support response times.

As part of this project we also re-configured their Organise IT SQL Database configuration to provide a solution based on Microsoft best practices, with the assistance of expert Database Administrators.

We held weekly phone conference meetings with Westcourt and the various stakeholders to ensure a smooth transition from the previous network. After the new system went live the owner of Westcourt, Jeff Hollands commented that he "had not received a single call complaining of any issues during and post migration."

The business continued to grow from the initial 300 users to be over 600 users that we supported until IAG purchased the business and took over the network and support internally in 2019.