

TESTIMONIAL

Established in 1995 our organisation is a diversified financial service active in the areas of lending, investment banking, funds management and property investment. Our head office is in Sydney, Australia, and it has businesses across Australia, China, Hong Kong and Singapore. Our highly qualified, professional and experienced cross-cultural teams enable us to bridge the gap between Australia and Asia across various sectors.



Delivering a Cost and Business Improvement by Outsourcing our IT Environment

Business Challenges

The in-house IT staff were expected to both manage the day-to-day IT requirements and also face constant pressure to investigate and implement the latest technology to improve operations. This often resulted in missed deadlines and the need to hire additional IT staff.

Coupled with the above, our organisation was unable to plan for the future and ensure our IT systems are not only practicable, but scalable for future growth. What worked well for a time had become insufficient to accommodate our business growth.

Additionally, integrating new technology with the company's existing IT systems presented a challenge and very quickly overwhelmed our business.

The NST Solution

NST provided our organisation with an end-to-end IT support structure; they became our IT Department and this association has successfully been in place for two years. They have been able to provide us with a 24x7 support structure with direct access to the person who logged the call which has provided great end-user satisfaction.

Their approach impressed us as they firstly instigated a complete audit of our infrastructure and made recommendations. They also strengthened our security profile by conducting regular security audits and constantly remediating exposures. Their staff are very knowledgeable across all levels of the IT stack.

Outcomes

NST has been instrumental in scaling up and transforming our IT infrastructure into a robust and up to date environment across our file servers, PCs, security, and disaster recovery. Most importantly, when there is an issue, NST's Service Desk has been responsive along with providing regular monthly meetings. **"Our business was at a crossroads with our approach to manage and build our IT, and the move to an experienced outsourcer like NST was the right decision".**

Chief Executive Officer, A Funds Management Organisation