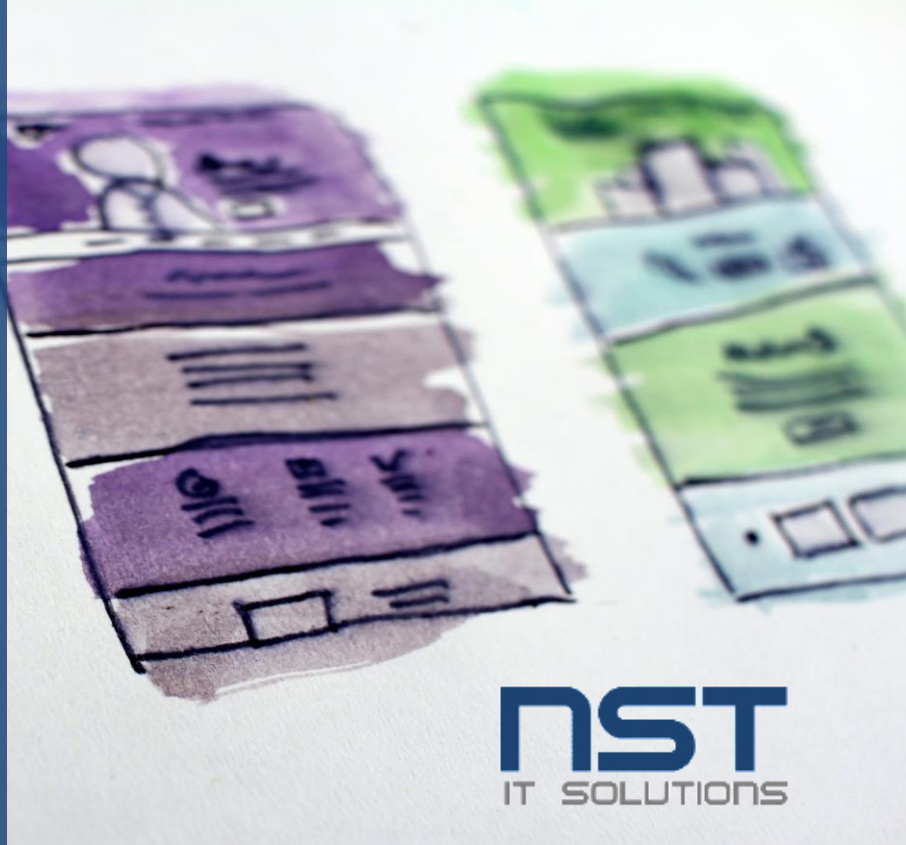


# HEARD

## TESTIMONIAL

12 years strong, and Australian owned, Heard Agency is an independent creative agency, providing an end-to-end marketing and advertising solution. A commercial and strategic approach to our work is a direct reflection of our understanding of the unique challenges that businesses face today. We know how to navigate this hyper-connected world, to create remarkable creative that cuts through and drives revenue.



## Improving our business by working with a professional Managed Service provider

### Business Challenges

As a creative agency, our business relies on mass storage of data. A lack of understanding of the capabilities and support of our Network Attached Storage (NAS) environment became an on-going challenge for us.

We realised that over the years we had developed an ad hoc approach to our IT environment and with the constant change in technology, we had to make a decision to look at the support of our IT environment and make a commitment to change.

### Solution

We engaged with NST in 2019 and their technical team set about advising us where we could improve our data storage, VOIP, our back up procedures, along with moving our IT environment to our new premises. ***“Working with NST as our professional Managed Service provider has enabled us to concentrate on our core competencies.”***

Darragh Heard: Operations Director, Heard Agency

### Business Outcomes

Heard Agency now considers NST as our IT Department and they are responsible for managing all PC's, firewalls, NAS, VOIP, Windows and all underlying technology under a Managed Services Contract.

This arrangement with NST has worked very well for Heard Agency and we have been impressed with their technical knowledge and commitment. Our calls are dealt with swiftly by the NST team and their monthly reviews provide the right forum for interaction with our staff.

NST have added great value to our day to day. We are very happy with the support they provide to enable us to get on with our core business activities.

NST provided us with an audit of our environment and advised us over a wide range of upgrades including a transition to Office 365 mail, moving to NBN, Firewalls, VPN access to our staff working remotely and patch management along with monthly reporting and regular meetings to ensure all our needs are being met.