

TESTIMONIAL

Established in 2000 with more than 150 years of management expertise in property services for Commercial, Pharmaceutical, Educational, Health Care and Manufacturing sectors, Supercare Property Services currently services in excess of 380 clients across Australia and New Zealand.



Improving our business with moving to a fully managed IT outsourced service provider

Business Challenges

Our system prior to the appointment of NST relied on all staff reporting to my Finance / Office Manager with their IT issues resulting in her having to liaise with an external IT professional. Being time poor, complicated by the fact that our IT Consultant was a one-man organisation resulted in delays and often only available after hours.

IT related legacy issues had been an ongoing problem and as the organisation grew the legacy IT infrastructure and underlying applications no longer were meeting our needs. Added to that issue our IT operating environments, security and IT processes were not up to date and we needed professional support and advice in supporting our servers, desktops and network.

Outcomes

Supercare had a list of IT-related legacy issues when NST took over the support of our computing environment and we have been very impressed with the high level of service and speed to resolve matters. Wish we'd use them earlier! The NST engineers are highly trained and know exactly what to do. The attentiveness of the management team is great and I am confident that our IT is in good hands.

"We now have a robust well structured IT environment as well as NST providing us with a fast and reliable phone and email support direct to individual employees." Mark Andre: Managing Director, Supercare

The NST Solution

We contacted NST, a 40 year old IT organisation delivering Managed Services support to a client base in Australia and Overseas and were immediately impressed with their knowledge, processes and timely response in understanding our IT environment and being able to provide the support to our Australian wide operation.

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.