# RIGHT FIT UNLEASHES POTENTIAL

## IT partnership brings cost savings, innovation and mobility.

**INDUSTRY FUND SERVICES**

Industry Fund Services (IFS) is Australia's leading provider of financial planning services, products and advice to 30+ Australian super industry funds and their members. Industry super funds are run only to benefit members, and consequently have lower fees and do not pay commissions to financial advisors.

A values-led organisation, the IFS vision is to enable client funds to maximise the financial future of all their members through: quality advice, cutting-edge products, affordable investment, and superannuation and insurance solutions. As leaders in their field, IFS deliver innovation and top quality service. In 2014, they went to market to find an IT partner who could match their vision and deliver a service that is flexible, robust, user friendly and fitted their requirements.

## The IFS IT Challenge

### Small cog in a big machine

From the beginning, IFS chose to focus on what they do best and elected to outsource their IT and Service Desk.

*"Over the years the network grew into a bit of a monster... We were a small cog in a big machine"* explains David Saunders, IFS Reporting & Performance Manager Finance.

The previous partnership and infrastructure just didn't provide the level of flexibility that IFS required. Approval processes for something as simple as upgrading their own software was difficult and protracted.

*"In the end we basically didn't do anything. The business sat back and just said 'Yes, we'll do whatever you want us to do' "*, says David. The same applied to the Service Desk where *"eventually for some things we just didn't bother to call"*.

> "We have a few interstate offices and they work in VPN all day – it was killing them."

## Big Changes

### The search for speed, agility and mobility

ICT needed more attention. CFO Ned Meehan took the reins and appointed accountant David Saunders to oversee the transformation. They sought a solution that would deliver:

- Cost savings through cloud technology
- Faster performance
- Agility, reliability, scalability and ease
- High security with Australian hosting
- Mobility and remote connectivity
- An IT partnership that enabled growth

Friendly and efficient IT support plus remote connectivity were a must, particularly as IFS delivers services by webcam and through mobile planners. Primary outcomes included: 1) Secure sensitive information while enabling fast access 2) Provide better performance 3) Enable time efficient and easy application upgrades, 4) Meet APRA Compliance, 5) Significantly reduce costs.

> "We've waited over three years to upgrade one application, because with the old partner it seemed just too hard."

# SO, WHY HARBOUR IT?

CLOUD COMPUTING | INFRASTRUCTURE SOLUTIONS | SERVICE DESK | PROFESSIONAL IT SERVICES | COMMUNICATION | PROCUREMENT

## "Steve came in and dazzled us all… We just kind of felt that the fit was right."

A detailed tender was presented to four providers, with two finalists putting forward similar solutions. David explained that Harbour IT was successful for a few reasons. These included recommendation by IFS's communications partner and the option of a full leasing solution - which avoided a million dollar purchase of equipment. Importantly, there was a real feeling of fit in terms of size, people and culture.

### The Technical Solution

- Full migration to the cloud
- Citrix virtual desktop implementation
- Two-factor authentication security
- Service Desk
- Ongoing monitoring & management
- Onsite support and procurement

### A Seamless Transition

## "The fit has been spot on"   David Saunders, Finance

Over the transition weekend over 60 desktops were manually migrated, IFS corporate systems and key applications were transitioned and the 200 IFS users were successfully setup and ready to start work as normal on Monday morning. As expected some issues arose and were quickly and efficiently resolved.

*"In a short period of time we've got a pretty decent environment up and running. I don't see that improvement as stopping. I feel excited… that these guys are there with us, and the fit is right and we can move forward."* **IFS Reporting & Performance Manager Finance**

### The Results

## Service is up, costs are down

Since partnering with Harbour IT, Ned and David and their teams have transitioned ICT from a neglected department to a business enabler:

- IFS now have a scalable, reliable and secure 21st century IT infrastructure
- Easy upgrades, faster access and application performance
- IFS leaders have an IT partner they feel they trust to advise and work with them moving forward.
- New business-enabling applications are being introduced
- User productivity is enhanced through mobility and remote access

- More users are logging in while away from the office and in free time
- Users are developing a positive relationship with ICT through the new and more responsive dedicated Service Desk,
- Confidence has increased through weekly onsite visits from a Harbour IT service delivery manager and/or technical person
- IT infrastructure costs have been significantly reduced.

*"The cloud has enabled us to deliver head office type speed to our mobile staff and those requiring home access to the network.*

*We could never go back!"*
**Ned Meehan, CFO**

**HARBOUR IT**

Intelligent IT Infrastructure Solutions