

## Case Study

# Parker Black & Forrest OIA Managed Services



### The Company

*Parker Black & Forrest are based in Osbourne Park, Western Australia and are the state's leading commercial distributors of door hardware, master keying systems, washroom equipment and associated fittings.*

*The company saw a need for OIA's Managed Services as they required proactive IT support that could mostly be provided remotely in order to save time and have issues resolved quickly, increasing productivity.*

### Outcomes

OIA's Managed Services allows staff at Parker Black & Forrest (PBF) to quickly log support tickets via email, and have the peace of mind that the issue will be resolved in a timely manner. PBF receives proactive support from OIA staff and advice which has helped them to prevent issues from occurring in the first place, which reduces down-time and improves productivity. This helps reduce the number of Helpdesk tickets submitted and number of interruptions during the user's day-to-day work.



Image Source: [www.pbf.net.au](http://www.pbf.net.au)

### Overview

Parker Black & Forrest were searching for an IT provider to provide them value-for-money, proactive and efficient support. The drivers for changing to OIA were to minimise interruptions to work and resolve issues in a more timely manner, with support provided remotely where possible.

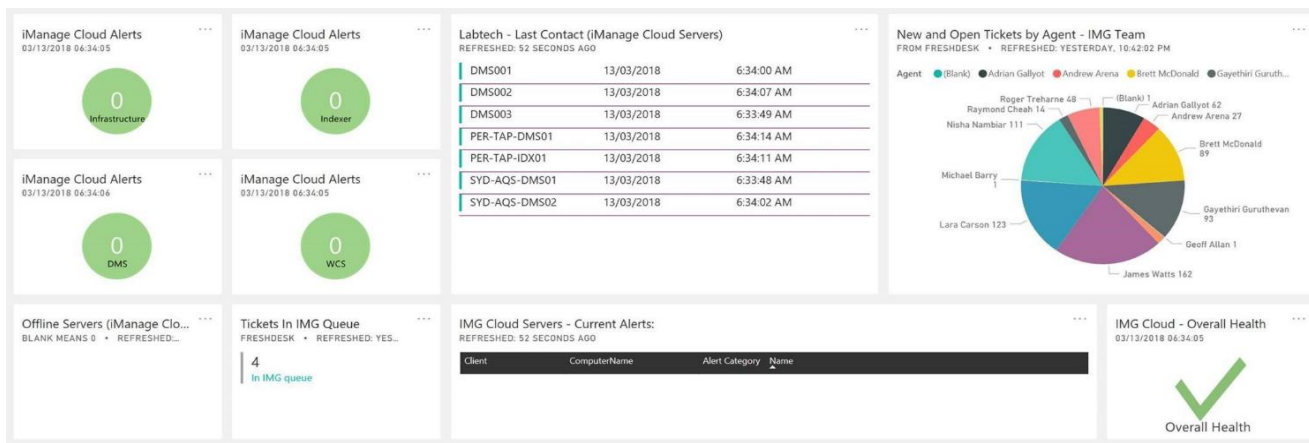
### OIA Managed Services

Technology changes fast, as does the security threats that businesses of all sizes face. Managing day to day operations of your Information Technology can be time consuming and costly if not done properly.

OIA's Managed Services Agreements are designed to remove the responsibility from you to us, leaving you free to run your business, with the comfort that your IT is being managed by qualified staff in a cost-effective manner.

We have comprehensive technical competence, knowledge and experience to provide a solid, cost effective ICT platform as well as the ability to guide and advise our clients on the latest IT trends.





### What are the benefits of a Managed Services Agreement with OIA?

- > One flat fee per user per month giving you a predictable spend on your IT support
- > Unlimited phone support
- > Mitigation of risks
- > Maintain file servers and backups

### OIA’s Monitoring Solution

OIA’s Monitoring Solution will significantly improve your productivity and efficiency with the power of automation. Our monitoring solution is available as a standalone offering but also comes included with our Managed Services Agreements.

Our platform will monitor mission critical network components and performance and ensure you are getting the best performance out of your IT network.

Many businesses today continue to use the reactive model and handle IT issues as they arise. Through continual monitoring with OIA’s monitoring platform, the business will be immediately alerted of potential issues and in some cases, the issue will automatically be remediated before it causes down time or data loss.

Real-time monitoring & management conducts oversight of your network and IT assets 24x7. This ability to continually monitor the stability and security of your IT network ensures maximum network uptime, increasing your efficiency and focus on the core business functions.

### About OIA

Today’s business conditions are placing greater demands on your Information Technology. Organisations are dealing with explosions in the volume of email, documents and data in general. Clients are seeking out a more efficient and economical service, meaning your users need faster, more flexible systems in order to provide the levels of service required to remain competitive.

OIA has been working with businesses large and small for more than 25 years and understand what is required to deliver the new style of IT needed to keep you ahead of the game. Partnering with some of the world’s leading providers of technology, OIA brings it all together in end-to-end solutions that allow you to focus on running the business, not managing the IT.

Visit [www.officeinfo.com.au](http://www.officeinfo.com.au) or contact us on +61 8 9223 1700 for more information. Follow OIA on [LinkedIn](#) for important updates and news.