Case Study

Provident Financial Services

Company

Provident Financial Services is a Perth based group of multidisciplinary and highly experienced financial planning specialists. Headquartered in Nedlands, Western Australia with a satellite office in Wangara, Western Australia, Provident has some 35 users who work at the two office locations and remotely.

This highly mobile work force requires both the technology and technical support to remain agile and responsive in a new age of remote working.

In addition to providing general IT Support, Provident has engaged OIA on various projects including Consulting on Infrastructure Refresh, Office Relocation, Security Enhancements and Remote working.

Office Relocation

In 2018 Provident moved to new premises and engaged OIA to carefully plan and manage the relocation of infrastructure and services such that staff were able to operate seamlessly throughout the move.

OIA coordinated external services providers to ensure core services were available in the new location with minimal disruption to operations.

"The office and IT relocation went smoother than expected and we were and back up and running within a few hours of moving. OIA did a great job of relocating our IT and exceeded our expectations." – **Sharyn Rule, Director of Operations.**

Managed Services Agreement

Provident's Information Technology is underpinned by an OIA Managed Service Agreement (MSA).

Technical issues are unpredictable and therefore the associated costs can vary dramatically from month to month. Provident wanted a fixed price agreement to help manage their IT spend.

The MSA allows Provident to quickly log tickets and have the peace of mind that issues get resolved in a timely manner. With the added benefit of System Monitoring that an MSA offers, it often prevents minor issues from escalating, allowing users to continue their day-to-day work with minimal disruptions.

'It is great knowing what our monthly spend is so we can budget and plan accurately. We couldn't be happier with OIA's quick response time to any query raised and the action they take.' – **Sharyn Rule, Director of Operations.**

Remote Working – The New Normal

COVID-19 quickly changed the way businesses had to conduct daily operations. Companies needed to have staff be able to work remotely and OIA worked with Provident to enable their staff to achieve this.

This entailed OIA deploying a work from home model, supplying the required equipment and access to core systems whilst maintaining best practice security and redundancy to ensure Provident's ongoing operations.

VPN and Multifactor Authentication technologies were established to enhance the security of sensitive data and minimise the risk of data breaches.

"OIA were amazing in ensuring we had all the right equipment (hardware and software) organised and within a very short timeframe they had approximately 30 staff all working from home efficiently." – **Sharyn Rule, Director of Operations.**

Managed Service Agreement

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 Service 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 and business experience to provide a solid, cost effective IT platform as well as the ability to guide and advise on the latest trends.

Managed Service Agreements (MSA) include the following:

> Monitoring
> Helpdesk & Support
> Maintenance Renewals
> Disaster Recovery
> Business Continuity Planning
> Training
> Strategic Advice
> Leasing
> Anti-virus/Anti-spam
> Desktop as a Service
> O365

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 or contact us on +61 8 9223 1700 for more information. Follow OIA on LinkedIn for important updates and news.

Vital Statistics

> Established in 1991
> 30 staff / 20 Technical
> Offices in Sydney / Melbourne / Perth
> Partners throughout ANZ + SEA
> Microsoft Partner 15+ Years
> Advantys WorkflowGen Distributors
> Introduced iManage into APAC in 1996

> Largest dedicated APAC iManage Partner
> 9 x iManage Partner of the Year - APAC
> 3 x iManage Cloud Excellence Partner Award
> Official iManage Training Centre
> 150+ iManage Clients (10k+ seats) across APAC
> iManage Cloud Evangelist & Deployment Pioneer
  Award - 2017, 2018, 2019

200+	20,000+	3	10	500M+
APAC Clients	End Users Supported	Australian Offices	Regional Partners	Documents + Emails Migrated