

## Case Study

# Terry Truck Rentals Infrastructure Support



## Company

*Founded in 1975 Terry Truck Rentals operates under the Hertz banner and specializes in short-term rental or extended-term leasing of car, 4WD and commercial vehicles.*

*Terry Truck Rentals has rapidly expanded their fleet and now have offices in Welshpool, Melville, Osborne Park, Mandurah, Geraldton, Kalgoorlie, Bunbury, and Busselton.*

## Overview

In 2019 Terry Truck Rentals engaged Office Information Australia (OIA) to assist with their daily IT requirements and any project work that was determined to be necessary. OIA conducted an initial review and found that Terry Truck Rentals was running out of storage space on their infrastructure and observed that much of their infrastructure was coming to End of Life (EOL) which was flagged as a security concern. During the review, OIA also recommended a full workstation refresh and update to the latest Windows and the Microsoft suite, as well as a rack clean-up to improve cable management.

In the process of onboarding, OIA has also taken over day-to-day IT for all remote sites. This covers their entire 30+ staff allowing for continuity throughout and maintaining standard policies and procedures.

Moving to OIA has given us an insight into wider breadth of experience with a range of staff having strengths in different areas'  
- **Sheree Bampfield, Senior Accountant**

## Outcome

OIA undertook a complete hardware refresh project that saw new servers being implemented as well as a new NAS (network attached storage) to help mitigate the storage issues and bring all equipment under support, helping to reduce the risk of cyber-attacks and downtime.

The server builds include modern replication solutions to provide High Availability and scalability to ensure maximum uptime.

The workstation refresh saw 30+ desktops being replaced, standardizing all hardware across the various offices. This in turn helped reduce support and improve stability across the board. In order for OIA to assist with the clients' exact requirements, being uniformity throughout, sourcing for this project required co-ordination of multiple vendors. *"Andrew has always done whatever was needed to source the correct equipment. He is very prompt in his responses to make sure deadlines were met. He continues to promptly assist Terry Truck Rentals with any necessary hardware."* says Sheree Bampfield.

In addition to the infrastructure and workstation changes that OIA was addressing for the various sites, it was necessary to complete a rack consolidation and clean-up at the Welshpool centre to enable efficient cable and device management.

Since OIA have been supporting Terry Trucks, the management of all offices has seen minimal disruption and downtime which is due to a dedicated specialized team of technical staff.

## Proven Methodology

OIA has helped many organisations both large and small with information technology projects. In doing so we have amassed a great deal of experience in understanding which key areas to focus on and potential pitfalls to avoid.

### Planning

OIA consultants work closely with clients and project managers to scope out all requirements and ensure equipment and services are procured in-line with overall project timelines.

### Procurement

Working with reliable vendors, OIA can source the necessary equipment and services to best suit your specific requirements. Our procurement team will ensure deliveries and scheduled to fit in with timeline and access.

### Implementation

OIA technical engineers are qualified and experienced with changing and modifying infrastructure environments. A tailored plan can be developed with your own management to ensure we minimize downtime and disruption to your business.

### Go Live

Once all servers/hardware have been successfully set up, our consultants remain onsite on go-live day to ensure any unforeseen issues are quickly remedied.

## 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 business large and small for more than 30 years and understand what is required to deliver the new system of IT 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.