

Asia New Zealand Foundation continues to be at its best with productive IT environment

Customer: The Asia New Zealand Foundation, dedicated to building New Zealanders' knowledge and understanding of Asia.

Business issues: Upgrade IT infrastructure to ensure continued productivity of Foundation.

Solution: Strategic advice on IT strategy and design of new infrastructure.

Outcome: Smoothly delivered project achieves greater staff productivity.



Asia New Zealand Foundation

The Asia New Zealand Foundation is a non-partisan and non-profit organisation dedicated to building New Zealanders' knowledge and understanding of Asia.

Established in 1994, the Foundation is a partnership between the public and the private sector.

As the leading non-government organisation on Asia-New Zealand relations, they work in five main areas – business, arts and culture, education, media and research. In addition, they run a Young Leaders Network and take a lead role in track II (informal diplomacy) bilateral and multilateral dialogues in the Asia-Pacific.

Their programmes enable scholarships, seminars, internships, educational support, special events and exchanges, track II diplomacy, in-house and commissioned research - all designed to equip New Zealanders with first hand experience of Asia and to forge valuable links to the region.

Employing 19 staff based in offices in Auckland and Wellington, the Asia New Zealand Foundation develop initiatives and form partnerships with a wide range of groups within New Zealand and throughout the Asian region.

Ensuring IT infrastructure supports business growth

The IT infrastructure at Asia NZ consisted of three physical servers including Windows SBS (their mail, database, file and print server - all in one), Microsoft CRM server and SharePoint document management solution server. "Everyone working in the Foundation uses this system," says Deborah Dredge, the Foundation's Administration Assistant. However with two of the servers being out of warranty and the other with an extended warranty about to expire, the whole IT infrastructure at the Foundation was in need of being replaced. "We had noticed we were actually faster than the servers, so the timing was good" she says. It was also the perfect time to consider other options, including potentially moving to the Cloud.



Listen, upgrade & consolidate

The Asia New Zealand Foundation has worked with LANWorx for over 10 years and is a managed service customer. Adele Mason, Deputy Executive Director explains that the Foundation is one of LANWorx's founding clients from back in the 1990s. "As LANWorx have grown, we've grown as well so we're compatible in lots of ways. Everything feels painless these days as it's all sorted in the background - it's just so seamless" she says. The Foundation has remained a loyal customer of LANWorx and Adele says they "are a trusted supplier. I do look around the market every 3-4 years, however, LANWorx are the best option for us".

In the context of this strong relationship, LANWorx discussed the options for the Foundation's infrastructure project, including contemplating a Cloud-based solution.

And it was the testament to their ongoing relationship and a deep understanding of the Foundation's systems and organisational requirements that led them to agree on the direction of the project.

LANWorx went through the feasibility of moving Asia New Zealand Foundation to the Cloud, however there were several challenges to address; risk and uncertainty around their customised CRM and SharePoint migration to the Cloud; the challenges in finding an alternative to their accounting application and a large factor was the cost differential of licensing between on-premise and a Cloud based solution.

LANWorx's advice was that a Cloud strategy was not suitable to their requirements at that stage. The decision was made to stay on premise for the time being based on ROI and the cost benefits to the organisation for the next period. "LANWorx worked through the various options with us for upgrading and made us feel confident we were making the right decisions. It isn't our expertise, it's theirs" explains Adele.

With the decision made LANWorx began to consolidate Asia NZ's hardware by replacing their three physical servers with one new physical server, running three new virtual servers. One of the most immediate key benefits of the new solution is that everything is much faster. "There were issues around communicating between our two offices and we wanted to make sure our Auckland office felt completely networked in with us and the result of the whole upgrade project has enabled that to happen" says Adele.

Happy staff, more productive IT systems

The Foundation's new, improved systems are going very well. No issues were experienced over the implementation and it actually 'flowed very smoothly,' Deborah says.

Another testament to the great relationship with LANWorx was that "the project was delivered within the timeframe, under budget and we had no problems at all".

The project was completed mid 2012 and has continued to strengthen the already long lasting relationship with LANWorx. "We're a small tight operation and they are too, therefore you feel like you're important. If we used a big service provider or a multinational we might be told we have a four hour wait on this or that whereas with LANWorx it all happens pretty quickly," explains Adele. "And although they are small, they have quite a range of skills, so unlike having an IT person on staff, we have access to a whole range of experts in certain areas. From server or database or CRM or Outlook they have someone to assist".

Deborah also comments on their strengths being that "they know our system, they can anticipate what we may need and their service is always prompt. LANWorx always go above and beyond and are so helpful with their advice," she says. "They can be on site within 10 minutes. We are very happy with their knowledge and skills".

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Adele Mason

Deputy Executive Director, Asia New Zealand Foundation

About LANWorx

LANWorx is an IT services company, providing the full range of software, hardware, system management services and strategic IT advice to SME organisations.

We help your organisation to be its best, by focussing on your core business at maximum productivity, while LANWorx ensures the right IT systems are always in place.

This is based on our strong technical competence, a proactive and common-sense approach, and an absolute commitment to delivery.

We understand IT is a tool to help people do their job better, and that tool should be easy and painless to use. Our promise is always to put people before IT.

LANWorx. People before IT.

Contact us today for a chat about how we can put people before I.T. in your business.

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