



Andrew Weston, Propellerhead Director.

Enduring growth powered by robust IT.

LANWorx ensures Propellerhead keeps risk down and IT services always up and running.

A people focused technology consultancy

An Auckland based technology consulting firm that provides solutions for a clutch of New Zealand's largest companies, Propellerhead prides itself on its focus on adaptability.

From starting out in 2002 the company has witnessed strong growth, now nearly 50 strong and serving clients large and small including NZ Post, Auckland Transport, Fonterra, New Zealand Customs and Telecom.

Keeping up with the growth spurt

Following the rapid business growth and success at Propellerhead, the demands on the infrastructure also grew rapidly and initially, the company was supporting this internally. The work Propellerhead's team does for its clients is mission-critical and leaves no room for risk exposure to the business continuity infrastructure.

The company had invested in on-premise equipment and IT infrastructure and the team was having issues servicing it themselves as it was distracting them from client-facing work.

"We needed someone to help us migrate into a data centre and stabilise a number of services", says Andrew Weston, Director of Propellerhead. With a view to upgrade network security and ensuring reliability of IT infrastructure service, the company sought an experienced IT services partner.



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Partnership that measures up

Propellerhead considered a number of options before zeroing on LANWorx. "We chose LANWorx because they were the only ones who looked like they would be able to service our needs. They were flexible enough; they were a small team and were a much better fit for us. They were able to make adjustments to their services so that we were able to do what we could internally and also get the external support we needed from them about our core infrastructure components. Their flexibility, depth of knowledge and experience in a number of areas is what made the decision easy."

The team at LANWorx were given a comprehensive brief about the scope of work and requirements, started delivering in no time. "It was quick. They were able to start working in less than a couple of weeks and they were very responsive", says Andrew.

The LANWorx team relocated the entire server infrastructure to the Vocus data centre in Albany and built a network bridge between the data centre and Propellerhead's Grey Lynn office, so when the staff started work the next day, they were able to continue working as if the servers were still in the room next door. Andrew says, "They did that migration very, very quickly and the quality of work was fantastic. It did not result in any business continuity issues at all".

LANWorx approached the Propellerhead engagement with a risk-averse attitude and Andrew appreciated that. He says, "Business continuity was really important and they kept all the systems going while they fixed everything and performed the migration".

Mark Battershill, Director of LANWorx says, "At Propellerhead, we're delivering something that measures up the high benchmarks set by their clients like Fonterra."

Building a roadmap on stable infrastructure

Before LANWorx came on board, IT was a problem to be dealt with by the Propellerhead staff every day. However, the IT infrastructure now is robust in a way that there are no niggling problems and the staff can focus on their work. That the IT infrastructure would work as it should, is taken for granted and is in the background – a 'business as usual' activity.

"I am more appreciative about the fact that our infrastructure was stabilised and it was no longer front and centre in terms of risk to the organisation", Andrew says.

While ensuring business continuity is the backbone of this engagement, strong business growth continues and the IT infrastructure needs to keep up. Mark says, "It's not just the business as usual stuff, it is also about the roadmap. We proactively work with the Propellerhead senior management to understand their business requirements and guide them to where they want to be. The business is growing even in terms of geography, so we're part of that discussion, helping them plan the IT aspect of the growth".

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Propellerhead Director

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 also provide ISP, Telephony and Unified Communication services to our customer base.

We help your organisation to be its best, by focusing 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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