



CASE STUDY: MORGAN INDUSTRIAL CARBON

At A Glance

How Grosvenor helped Morgan Industrial Carbon

Challenge

Morgan Carbon suffered from frequent IT outages which had become a drain on productivity, plus there was the escalating issue of viruses, spyware and data security.

IT support had been outsourced to a company which was reactive in its approach. The result was poor network and computer performance and Morgan Carbon became concerned about how well systems could be recovered in a catastrophic event.

Hiring a full-time IT professional to help solve the issues would have been too expensive.

Solution

Grosvenor Business Solutions (GBS) performed a comprehensive analysis of all IT infrastructure resulting in the identification and prioritisation of all problem areas. A plan and budget was put in place to systematically address each issue.

GBS has now implemented a secure, remote-access solution and installed robust virus and spyware prevention measures.

Results

Productivity of staff has been greatly enhanced and Morgan is now positioned to take advantage of new IT initiatives. Information technology dollars are being spent more efficiently and Morgan benefits from a reduced total cost of ownership on their IT assets.

BACKGROUND

The next time you are in Slovenia riding the Pendolino High Speed Tilting Train you can rest assured in the knowledge that the train is collecting electricity from the overhead wire using Morgan Carbon collectors. Morgan Industrial Carbon is a multinational company which is the leading supplier of electrical and mechanical carbon products to Australia and the world.

KEY CHALLENGES

In the recent past, Morgan Carbon suffered from frequent IT outages that could last for days. With a number of remote offices around Australia these types of system failures were becoming a drain on productivity throughout the company. Morgan was depending on outside help for support of company systems and was having issues with the reactive nature of the IT support provider:

Additionally, problems with viruses and spyware were becoming more prevalent and data security also surfaced as a critical business issue. Poor network and computer performance were also causing frustration. Morgan also began to have concerns about how well systems could be recovered in a catastrophic event.

Hiring a full-time IT professional to help solve the issues would have been too expensive and equipping a full time IT person with the necessary tools and diagnostic equipment to resolve the issues was going to add to overhead. Finally, the process of hiring and inducting a new employee would result in a long delay before critical issues were going to be resolved.

GROSVENOR

SOLUTION

Grosvenor Business Solutions was brought in to perform a comprehensive analysis of all IT infrastructure resulting in the identification and prioritisation of all problem areas. GBS then put in place plans and budgets to systematically address each issue.

GBS has implemented a secure, remote-access solution and installed robust virus and spyware prevention measures. Procedures and schedules have been established for routine maintenance to ensure preservation of the baseline network infrastructure.

RESULTS

Morgan's remote offices now enjoy secure access to company systems over a reliable and robust network infrastructure. The productivity of the back-office staff has been greatly enhanced and Morgan is now positioned to take advantage of new IT initiatives. Information technology dollars are being spent more efficiently and Morgan benefits from a reduced total cost of ownership on their IT assets. Grosvenor also provides proactive support to Morgan through regular site visits and frequent remote-maintenance activities that are covered under a fixed monthly cost support agreement. This approach to support reduces or eliminates many of the problems that were previously commonplace. According to Ralf Huber, Morgan's Financial Controller, "Grosvenor Business Solutions has been a valuable business partner and has produced results for us that we would

have struggled to realise on our own. We now have a reliable IT infrastructure that is virtually trouble-free allowing us to focus on running the company."

THE FUTURE

As information technology continues to be an integral function of businesses large and small, companies like Morgan Industrial Carbon will continue to depend on business partners like Grosvenor Business Solutions to provide assurance that information technology will function properly and allow the business to move forward unhindered.

FAST FACTS

- Morgan's Head Office is in Sydney, plus 3 interstate Australian sales offices and an overseas sales office in New Zealand connected via secure network, serving company data for over 35 administrative staff.
- Team of 10 sales executives and senior managers who spend the majority of their time away from the office, accessing email and sales data through secure wireless technologies on their laptops and mobile phones.
- There has been a reduction of IT capital expenditure by centralising company data and making it available via secure 'terminals' and reducing ongoing communication costs by integrating voice and Internet technologies.
- Morgan's entire IT infrastructure has been implemented and continues to be supported by the Grosvenor Business Solutions team. First level support is provided using the latest remote assistance technologies to help resolve IT issues as quickly as possible and all for a fixed, low cost monthly fee.

GROSVENOR] business solutions
reliable information technology

HEAD OFFICE:

30 Garema Circuit, Kingsgrove NSW 2208
Phone: (61) 2 9758 9555
Fax: (61) 2 9758 9055
www.grosvenorsolutions.com

For all enquiries, please call 1300 255 247

Grosvenor proudly provides HVAC Services across the following states: NSW, ACT, VIC, QLD, NT, SA, WA and TAS. ABN 12 003 608 795