



## CASE STUDY: MORGAN INDUSTRIAL CARBON

Grosvenor Business Solutions has helped Morgan Carbon bring about a dramatic change in its information technology infrastructure in just a few short years.

### Background

The next time you are in Slovenia riding the Pendolino High Speed Tilting Train you can rest 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.

Carbon and graphite materials have unique properties. They are electrically conductive, self-lubricating and resistant to heat and corrosion. They can be produced in highly pure forms and are non-toxic. These properties result in carbon based products being used in thousands of demanding applications, from trains to body armour and from electronics to aerospace.

### Key Challenges

At one point in the recent past, the company suffered from frequent outages that sometimes lasted 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. Network and computer performance was causing additional frustration. Morgan also began to have concerns about how well systems could be recovered in a catastrophic event.

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

### 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.