

# DATACOM



EAG turns to Datacom for rapid infrastructure rebuild



EAG group is a diversified business based in Melbourne, where it operates a chain of meat retailers. In the past, the company also operated meat processing and export businesses, but recently sold those operations, along with their core IT infrastructure.

“After the sale, we had to divest our existing back office systems and create brand new systems for the remaining businesses,” explains Alex Micari, Manager of EAG. “And we needed to do it fast. The nature of the sale meant that we had a very short time – just eight weeks – to design the new infrastructure.”

Those new systems would comprise a wide area network, Microsoft Exchange server, a fleet of servers, LANs in several remote office locations and a fully redundant virtual infrastructure including shared storage, which enabled EAG to attain high levels of fault tolerance, as well as assisting with centralised IT management. A fleet of 50 PCs across the company was another aspect of the project, and required re-connection and integration into the new back office EAG desired to construct.

Failure would leave the company without a functioning back office, depriving it of the ability to conduct its core business.

## Seeking a services partner capable of rapid response

EAG engaged the business consultants and chartered accountancy firm Grant Thornton (formerly William Buck) to recommend several services companies capable of implementing the required systems. Grant Thornton included Datacom among the companies it believed were capable of doing the job, before EAG conducted a request for proposals.

Datacom’s response was the most impressive and resulted in the company winning the bid to create EAG’s new back office.

“Datacom gave us the best assurances they could meet our tight deadline,” Micari says.

The project quickly moved into high gear.

“The first thing we asked them to do was to design and architect a solution, which Datacom did in concert with our other advisors.”

The required solution had one unusual requirement: EAG wanted it to be portable. “We were occupying an office that we were not sure we would stay in for very long,” Micari says. “So the design had to be flexible enough that we could move it.”

## Datacom selected as most reliable supplier for new IT infrastructure, creates new back office in just eight weeks



The new back office would also need to be scalable, a quality EAG hoped to achieve through extensive use of server virtualisation. “We believe the group will go through significant growth and add new stores,” he says. “That will mean further IT requirements. Grant Thornton recommended virtualisation as the best and most cost-effective solution for providing scalability, rather than putting ourselves in a situation where we would be faced with the need to buy more servers.”

Datacom was also asked to supply, install and implement all of the hardware and software components of the new back office infrastructure.

“We asked Datacom to provide everything from scratch,” Micari says. “We needed to acquire servers, software to run the servers, even racking to store the servers in. That was the first part of the job, installation and configuration. After that, we needed them to work with carriers to construct a new wide area network.”

### Datacom gets the job done

EAG’s Micari says that Datacom executed these tasks flawlessly.

“Datacom performed the server implementation, put in place

disaster recovery facilities, firewalls and created new file and print servers.”

“We copied a lot of information from our previous environment and Datacom made that available to our team. For our end users there was very little disruption, other than having to become accustomed to a new email address and waiting while their computers were being configured.”

“As a manager I am pleased the upgrade took place with minimal disruption for users.”

The upgrade to the company’s WAN also proceeded smoothly.

“After we had configured and installed the servers and firewalls, we had to link our offices over the WAN,” Micari recalls. “The carriers were late with their part of the project, but Datacom responded seamlessly even through the delays.” Datacom quickly put in place some temporary arrangements to assist with that transition, providing important connectivity, then completed the job once the carriers had finalised their arrangements.

### Sterling service creates a lasting relationship

EAG was so impressed by Datacom’s work on this project that Micari says “we will definitely work with Datacom again”.

*"The calibre of Datacom's project team, in terms of their technical knowledge and rapport with EAG was excellent."*

*- Alex Micari, EAG.*

"This is the second project of this nature I have undertaken and Datacom were a step above."

"We have had arrogant attitudes before from other service providers, but the team Datacom provided and the people they had were not only knowledgeable but courteous, polite and understood the needs of our business."

For users who are not power users or very IT literate, they provided a lot of comfort and confidence in what they did and also in meeting issues as they arose."

"The fact that users made no comments shows how well it went."

Micari is also pleased with the added benefits that the new infrastructure enables.

"We now have tools that enhance our control and ability

to record and measure systems," he says. "This was an upgrade that was forced upon us, but it is giving us a wonderful foundation for the future."

*"We will definitely work with Datacom again."*

*- Alex Micari, EAG.*

## About Datacom

Datacom is one of the largest Australasian-owned professional IT services companies, offering customers flexibility and choice, an open book approach to business and a customer focus second-to-none. With over 3,000 employees Datacom services a broad clientele including, IBM, Hewlett Packard, Manpower, Netgear, Fujitsu, Lexmark, CISCO and a range of Federal and State Government departments.

Founded in Christchurch New Zealand in 1965, Datacom has a successful 43 year trading history, is consistently growing and profitable and has a track record of delivering innovative, value-for-money technology solutions. Established in Australia in 1992, Datacom's capabilities include Contact Centre Solutions, Business Solutions, and Managed Services.