

ITtelligent's **SMARTCARE™** means

**15% LESS
DOWNTIME**

for **ROBERT MILLS ARCHITECTS**

SMARTCARE™

Unlimited onsite, remote and phone IT support.

Case study



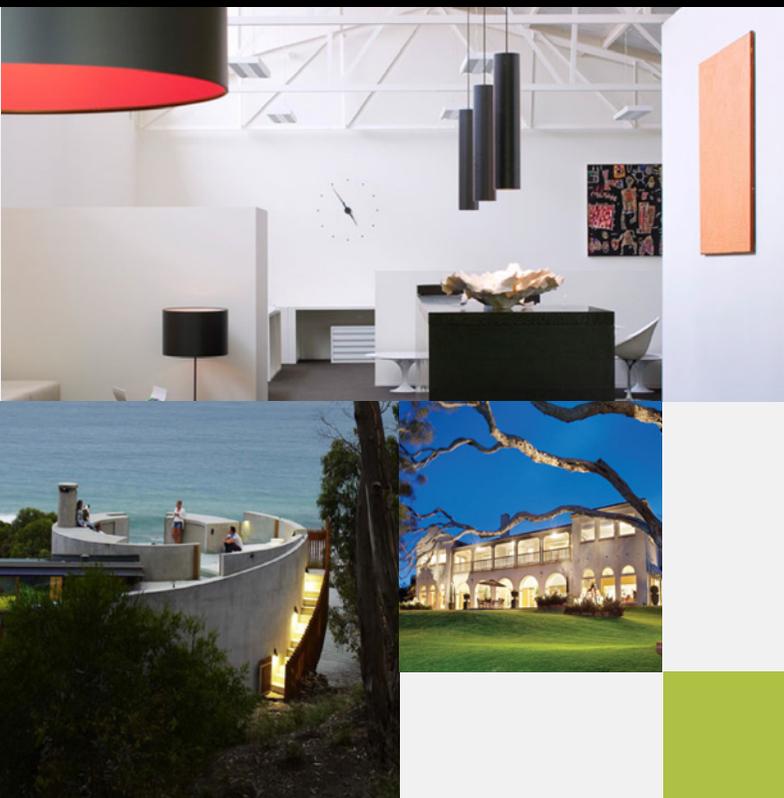
ITtelligent
CONSULTING SERVICES

A DESIGN TEAM THAT CELEBRATES ELEGANT SIMPLICITY WOULD NATURALLY VALUE AN IT SERVICE WHICH PROVIDES THAT BENEFIT

- especially if its previous IT service was less than streamlined. Robert Mills' old IT service was not as well designed as the studio it served.



ROBERT MILLS ARCHITECTS



The firm's residential projects have been featured on the television program *Sandcastles*, and in magazines like *Vogue Living*, *Belle* and *Elle Decoration*. Robert Mills' designs, whether for residences or offices, are known for expressing sophistication through simplicity.

Director Robert Mills describes their previous IT service as *"an ad hoc service, not a...proactive service, so problems might arise and then we would react to fix them. We were not able to predict what problems would arise, and therefore how much time would be spent."*

Mr Mills recalls IT troubles such as *"fluctuating costs, always different. More downtime, as the service had to come into the office to troubleshoot. Fairly stop-start productivity, with some delay because of the external visits."*

Robert Mills Architects needed a simple, elegant IT solution, and it found the perfect fit in ITelligent's SmartCare service. SmartCare's managed IT service offered the studio 24/7 remote system monitoring that prevented small problems from becoming big ones. Proactive troubleshooting reduced the need for onsite IT service calls to the studio. Mr Mills says that SmartCare has resulted in *"less downtime by 15 to 20 percent, definitely. So that makes the cost worthwhile."*

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