

WHY CHOOSE US?

CASE STUDY

HEAR WHAT OUR CUSTOMERS
ARE SAYING ABOUT US **FIRST HAND!**

ENSURE
RECRUITMENT

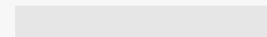
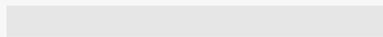


ITtelligent
CONSULTING SERVICES



Ensure Recruitment started as a recruitment agency for the insurance sector, but over time they broadened their reach to include professionals in many disciplines in insurance, wealth management, information technology and digital industries.

They are an award-winning agency and successfully place over 500 candidates each year. They work with their clients and candidates to find the best outcomes for both parties. With offices in four major cities and across two countries, they're proven as an exceptional recruitment agency who are motivated and showing consistency in growth.



ITTELLIGENT:

After some investigation it became clear that Ensure had been paying for certain services that were over complicating a process.

This involved using a hosted Citrix solution which was linked to their Office 365 subscriptions.

After some discussion it was decided that the best way forward was to migrate their data to SharePoint Online, which is a part of the Office 365 package they were already paying for, and use our remote monitoring management (RMM) to manage software installation onto their company computers.

On starting the process, we found that the Citrix service had no ready method for migrating data, which meant that a method needed to be written to script the transfer.

Unfortunately, as the previous supplier refused to deal directly with our team it made everything more difficult. A solution for this was considered and moving forward we would work with Niamh as our middle person to get everything working properly. It wasn't an ideal solution, but it was the only way we could work with their current providers.

"All aspects of the process were thoroughly explained, and language clarified." - Niamh

Niamh, Ensure Recruitment

"All aspects of the process were thoroughly explained, and language clarified. Moving forward everything was working properly, until we hit an obstacle.

It was discovered that we had not been provided with access to all files in the data set, despite being assured many times that we had.

This was only two days before the cut over date, and we had to move swiftly, but luckily I was able to contact our previous provider and extend the date."

In deciding to go with ITtelligent, Niamh Boorman says:

"From the first few conversations it was clear that ITtelligent have experienced and knowledgeable staff on their team."





As Niamh explains:

Due to a few steps missed on the side of our existing supplier, ITelligent were left with very little time to finalise the data transfer involved in the transition.

There were several machines which we didn't have "administrative" access to, to permit installation of new software.

There wasn't one clear solution that worked for all - each technician (at ITelligent) made contact with the staff members affected to find a solution and progress them to next steps.

We have found that having the ability to counter unknown problems is key to providing workable solutions. By using collaborative tools such as Microsoft Teams it allowed everyone involved to work

together to get the desired results.

We hosted regular meetings to make sure that everyone knew where the project was up to and what steps were required next. This helped in keeping everything on track and to avoid any common pit falls in the process.

Niamh sums it up best when she says:

As the key contact for the transition from our side, I was frequently asked where certain things were up to. If I didn't yet have the answer, I could easily call or email Josh at ITelligent for an update.

Having a key contact for the project, meant I didn't have to repeat the story around my question any time I had one.

Solution:

Microsoft Teams allowing everyone involved to work together to get the desired results, including a host of meetings.



After the completion of the project, the savings that Ensure had achieved were evident.

They had saved money on what they used to spend and had an upgrade in services and performance.

The time spent on invoice discrepancies has been eliminated, and there has been a definite improvement in communication and services.

When talking about working with ITtelligent as their IT provider, Ensure feels that, we are listened to and no query, issue or request has been left unresolved and it's a great outcome for all involved.



One of the key differences with how ITtelligent works and others is clear as Niamh pointed out by saying: "We have absolute confidence with the capabilities of the ITtelligent team.

Everyone from the engineers, customer experience or admin, have been really professional and knowledgeable....what is really refreshing (and I would even say unusual) is the honesty and transparency. When someone doesn't have the answer there and then, they let us know and that they will find it."

"What is really refreshing is the honesty and transparency" - Niamh on Ensure Recruitment's dealings with ITtelligent

OUTCOME:

-  FINANCIAL SAVINGS
-  UPGRADED SERVICES
-  TIME MANAGEMENT
-  CONFIDENCE IN THEIR IT SYSTEMS



SO...
WHAT DO THINK?

REQUEST YOUR

FREE
CONSULTATION
TODAY!



1300 88 90 95
INFO@ITTELLIGENT.COM.AU
ITTELLIGENT.COM.AU