

iseek CASE STUDY

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Integrate IT Australia

IntegrateIT Australia is a leading provider of IT support and solutions to businesses within Australia. They support small, medium and large business, and are currently entering the enterprise space. IntegrateIT increases efficiency, productivity and profitability for clients through increased uptime and hardware/software quality.



Understand the situation

IntegrateIT Australia Director and Co-founder, Michael White, recognises the importance of excellent client support within the IT industry. "It's important we look after our clients the way they want us to look after them," he says.

So when Michael was hunting for a decent priced link for a client, he researched his options thoroughly. "Telcos and ISPs can be exorbitant and don't always provide consistent service levels—so it's hard to find someone reliable," he explains. However, one of IntegrateIT's clients had an existing iseek connection and suggested Michael meet the iseek team.

Michael says before teaming up with anyone it was important to know if there was direct access to reliable staff, if they had a high level of support and what their response time was like to technical issues.

It was also important for IntegrateIT to team up with a company that understands potential company growth and client needs. For example, a client company may grow by another few staff members and need more internet access. Everything may be online and therefore that bandwidth will need upgrading. Michael says it's important to "understand prices will change and give clients insight into what it will cost for the next level of internet service." With this in mind, "clients like to be able to budget for the future when needed."

Find a solution

During their first meeting in 2013 Michael realised the extent of iseek's flexibility and capabilities. "Our client had a 2Mbps/2Mbps link and they had two remote sites. I spoke to iseek about the problem and they could get a 10Mbps/10Mbps for the same cost. That was an instant win for me and for the client," explains Michael. "Everyone was happy." Since then IntegrateIT has kept growing and used iseek's links—whether it's MPLS, NBN or Fibre.

Michael says if any of his clients have an issue, "whether it's in the Cloud or with internet connections," he can easily call someone at iseek and get immediate help. "iseek doesn't have a siloed approach, if there is a problem then everyone is aware of it, not just support. It feels like a team atmosphere at iseek which is great."

"With iseek I like the idea of being able to talk to my account manager directly. I have his mobile, email, and contact info for the NOC guys as well."

iseek has helped IntegrateIT grow by being responsive and involved. "If a client is experiencing slow internet, then I can call my account manager and resolve the issue quickly," says Michael, "whatever the issue is."

The response and turnaround time to a resolution "is very good". Michael explains, "We've got many clients in the Cloud and the iseek Cloud team is responsive with our needs—giving us access when we need it or helping us utilise the customer portal area for the best outcome."

Provide results

Michael is able to easily request quotes from iseek for their clients for e.g. Fibre, unlimited, 20Mbps/20Mbps, 50Mbps/50Mbps or 100Mbps/100Mbps. "I can then go to the client and show them the differences." Michael says he likes clients to see all options. He also takes into consideration if the site is remote and whether a wireless connection is needed, "so we're covering all bases. iseek will do a comprehensive quote then we'll go back to the client with that."

Explaining the partnership with iseek to new clients is beneficial, "we find it easier to get an upgraded link into a company that we're proposing to." Michael says when he explains the collaboration with iseek to clients and their level of support "it helps win customers."

Michael says, "we can go in with a telco link but the support is through that particular telco support. The support isn't with a named person. You don't get account managers unless you're huge. Clients don't want to be put into a support cue or be anonymous."

With iseek it's much better, "we can get hold of someone when we need something done."



IntegrateIT Australia

"integrating technology for your business needs"

That relationship with iseek helps give peace-of-mind to clients. It's great to work with someone who can help your business grow.

*Michael White—Director and Co-founder
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