

## CASE STUDY

### THE CLIENT

Spectronics is Australia and New Zealand's largest supplier of special needs software and assistive technologies. Spectronics was founded in Brisbane in 1985 by Michael O'Leary, Managing Director.

At the time, Michael was working as an occupational therapist, applying technology options to assist people with cerebral palsy and spinal cord injury to achieve their goals. He was frustrated by the limited availability in Australia of the many new technologies emerging overseas. He saw establishment of a company such as Spectronics as a means of improving the situation.

From humble beginnings, Spectronics has grown significantly, and now requires 25 staff to meet the demand of the Australasian public for special needs technologies developed within Australia, New Zealand and South East Asia. Because of this demand, Spectronics now supplies over 1500 different products.

### THE CHALLENGE

As business grows, Spectronics Australia's IT infrastructure has become a business critical resource. It is essential for continued business operation and growth that a stable, reliable and economical service is maintained.

With limited internal IT knowledge and no dedicated IT personnel the Spectronics environment illustrated numerous difficulties in provisioning, managing and maintaining the IT infrastructure at the standards required.

Employment of dedicated IT personnel could be a costly solution that may not solve all the challenges. Consideration also had to be given to holidays and sick leave as well as the potential loss of intellectual property if and when that employee left the business.

**For More information regarding this case study, please contact:**

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### THE SOLUTION

Sundata SunActive Managed is a comprehensive managed services solution to proactively monitor and maintain the organisations IT environment based on an agreed set of tasks for identified equipment.

SunActive Managed encompasses and protects all identified key IT infrastructure systems including: Servers, Network (switches/routers), Backup and Security systems.

Spectronics has found that the business partnership with Sundata through the SunActive Managed agreement has minimised the challenges presented by IT and has eliminated the need for internal IT personnel.

### THE BENEFIT

- Spectronics now enjoys an IT environment that consistently provides the business with a fast, reliable service.
- Lower cost and reduced operational risk has been achieved with fewer outages, faster recovery times, no internal IT staff cost and no potential for loss of intellectual property relating to the IT environment.
- The bottom line : increased productivity, enhanced customer service and maintained business growth and profitability.

Spectronics has had this to say about Sundata and SunActive Managed *"This Agreement allows Spectronics Staff the luxury of relying on "experts in their field" to cover our "IT backs" whilst we ensure our clients receive our main focus"*.

### ABOUT SUNDATA

Sundata was founded in 1986 and is headquartered in Brisbane.

Our approach in what we offer our clients remains consistent with the simplicity of our business ethos: LISTEN. RESPOND. DELIVER.