



Case Study



People, Process, Product Connected Platforms

For Brisbane based IT company Connected Platforms, reliable support and solid partnerships are vital in providing the strategic consultancy and innovative technology solutions that help their clients succeed.

The Challenge

Connected Platforms provide a complete technology solution for small business by managing their IT support, licencing, security, and projects, all for a single per month, per user fee. They were looking to partner with a single internet carrier who could provide highly available and scalable connectivity options for their clients - with hassle free local support.

Eric Cheshire, Managing Director said, 'The previous internet solutions provided through multiple carriers were very straight cut and it was evident that these providers were more interested in volume rather than quality. Furthermore, support was either lacking or non-existent.'

Their team were constantly having to deal with the administrative burden of providers who did not have network visibility and troubleshooting tools, which equated to hours spent on the phone dealing with carrier issues and waiting for service qualifications and quotes which often took longer than necessary.

The Solution

TechPath made it easy to transition from multiple carriers due to the ability to cherry pick the best connectivity solution for Connected Platforms clients, which is especially important with the increased adoption of Cloud based technologies. Through diverse last mile internet access options and a single point of contact to manage the entire process, there would no longer be frustrations associated with dealing with multiple providers. Failover solutions that work automatically means internet services are highly redundant.

'It was important to align with a provider that shared the same cultural values to that of our own organisation. TechPath has repeatedly demonstrated a strong desire to provide value added internet services and have proven time and time again that they deliver exceptional support. They always took the time to ask questions about our client's requirements prior to quoting. Now we can concentrate on our own business with the knowledge that TechPath are supporting us through this journey.'

The Outcome

TechPath became a single vendor to Connected Platforms for all of their connectivity needs. This lets Connected Platforms access the best breed of internet solutions, with confidence that reliability and support will be second to none.

'TechPath have demonstrated that they have the solutions in place to meet with the changing requirements of our customer base. It certainly provides our team with the confidence that both sales and support queries are handled professionally and promptly, and the number of service tickets relating to internet issues we handle has now reduced by at least half.'

TechPath continually invest in its own core network to offer scalability and redundancy so that Connected Platform don't have to. With access to diverse services through multi carriers, partners can offer more value, innovation, and most importantly excellent sales and technical support to their customers.

When asked if he had any advice for other businesses looking to partner with a connectivity vendor, Eric said, 'Ensure that network connectivity is both highly available and scalable. It's important to look forward at the growth plans for the business and align this with internet services that support long term goals and provide automated business continuity.'

He added, 'Having partnered with TechPath has helped us build stronger relationships with our clients. We strongly recommend them to other MSPs like us who expect to receive excellent service and support. Dealing with TechPath is easy and helps us deliver the complete package to our client base.'

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TechPath