



Case Study



Electricians & Beyond Platinum Electrical & Air

Platinum Electrical & Air was established in Brisbane in 2004. Being recognised as one of the premier electrical contracting businesses in Southeast Queensland, reliable connectivity and communications are vital in their commitment to delivering service excellence.

The Challenge

Platinum Electrical & Air specialise in the design and installation of a variety of electrical systems for residential and commercial clients. They were looking to consolidate their connectivity services and maximise uptime to ensure they can continue to deliver prompt response and resolution times to their growing client base.

Bakir Mohammad, IT Manager said, 'We were coming to the end of our internet and voice contracts and were going to renew with the existing carrier. There were concerns that the current internet-based services did not address the entire needs of our growing organisation'.

Their telecommunications solution was based on services provided by two different vendors, making it hard to manage and consolidate costs. Additionally, there was no failover available, which exposed the business to potential downtime in the event of network issues.

The Solution

The solution was developed through a consultation process with TechPath and key stakeholders from Platinum Electrical & Air.

Bakir said, 'TechPath understood our business and areas which could be improved especially around business continuity and redundancy. The presales and sales discussions were compelling, and it didn't feel like we were being sold to, or products pushed on us. TechPath gave us insights relating to connectivity that we frankly had never even considered.'

TechPath designed a solution that gave the business the ability to leverage voice and data applications from the one internet service, while increasing bandwidth which is needed for a growing business like Platinum Electrical & Air. The real kicker was the ability for the business to leverage an astute failover solution via TechPath's multi carrier internet and SD-WAN service, giving them peace of mind and confidence that they had selected the right provider.

The Outcome

'TechPath implemented the solution seamlessly next to our existing network which made the transition even smoother. We could choose the exact time to implement the changeover - it felt like simply flipping a switch,' Bakir said.

There have been no service disruptions and TechPath's solution has given Platinum Electrical & Air confidence that critical voice and data applications will always be available. They are experiencing significant increases in redundancy, and better still, the business was also able to reduce the WAN costs of the previous provider, providing a win-win situation.

'TechPath was very easy to engage with, and they took the time to get to know our business. They made the entire process very easy which greatly assisted in our decision to proceed with them.'

When asked if he had any advice for other businesses looking to change communications providers Bakir said, 'Ensure that network connectivity is both highly available and scalable. It is important to look forward at the growth plans for the business and align this with internet services that are both future proofed and provide automated business continuity.'

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