

Case Study



A partner you can trust Superior Traffic Management

As Southeast Queensland's preferred traffic solutions partner, you need to know your IT is in good hands. For Superior Traffic Management reliable IT systems and support are essential in helping them deliver the high quality and efficient solutions to their clients.

The Challenge

Superior Traffic Management is an Australian owned and operated company specialising in professional traffic management services. Collaborating with numerous large-scale and reputable companies across diverse industries, they were seeking an IT provider who could enhance their capabilities and ensure seamless support for their expanding operations.

Fiona Glancy, Director, said, 'While the previous IT solution had been sufficient during deployment, the evolving needs of the business required enhanced support arrangements. We also wanted to ensure we were protected against the constantly changing and increasingly sophisticated cybersecurity threats.'

Opportunities existed to strengthen security controls within Microsoft 365, promote proactive management, and ensure regular maintenance to better support the IT environment and their growing team.

The Solution

In collaboration with the team at Superior Traffic Management, TechPath conducted a thorough discovery utilising TechAlign, an IT audit service. This encompassed a comprehensive assessment of systems and processes, presenting a strategy that would enhance security and better support the technology environment.

Staff accounts in Microsoft 365 were upgraded to Business Premium subscriptions tailored for SMEs, enriching the platform with advanced security features. These enhancements encompassed email protection, end-user device security, and Windows security policies. Multi-factor authentication and conditional access policies were implemented to ensure secure user access, and a password manager was integrated to further bolster their security posture.

Furthermore, TechPath deployed a comprehensive security awareness platform featuring a phishing simulation campaign, monthly security education program, and regular reporting on dark web activities.

The Outcome

The IT environment underwent significant enhancement, fostering heightened control, security, and efficiency within the workplace. Notably, the resolution of IT issues has significantly improved.

The Managed IT agreement ensures seamless day-to-day operations and technical support whenever required. Fiona highlighted, 'There is significantly less time lost, with staff members able to direct service requests through the online portal rather than attempting to resolve them internally.'

TechPath implemented proactive monitoring and assessment of the new IT systems to pre-empt any potential downtime, ensuring a consistently reliable technology environment that operates at peak efficiency.

An example of this is a TechPath team member proactively addressing potential issues within the storage system and resolving them before impacting any users.

'While we previously did not maintain statistics of downtime due to IT system failures, since the TechPath review and implementation, we haven't experienced any operational outages,' Fiona remarked.

When asked about selecting TechPath as their new IT provider, Fiona said, 'TechPath came highly recommended, and once we began the review process, we quickly realised their professionalism, efficiency, and knowledge. It was an easy decision.'

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