



Caspex.

Delivering efficiencies through a total managed service

“The team are proactive, forward-thinking and innovative - they notice things and come up with solutions or ideas that we wouldn’t always have thought of.” Pauline Luinstra, Caspex IT Manager

Thanks to the team at Noel Leeming, Caspex can focus their energies on other areas of their business and spend less time focusing on their IT infrastructure. The advice and expertise TS4B offers is invaluable and they’ve become a trustworthy, reliable partner for Caspex.



About Caspex Corporation Limited

- Established 1993
- Importer distributor of all Honda Motorcycles, Outboard Engines and Power Equipment
- Dealer Network
 - Blue Wing Honda Limited with 52 dealers
 - Honda Power 400 dealers
 - Honda Marine 43 dealers
- 60 employees
- Located Auckland, New Zealand - headquarters and main logistics centre for the Dealer Network

What started out as a need to review their IT hosting & overall costs, resulted in a full review of Caspex Corporation's IT Infrastructure. Caspex approached the team at Noel Leeming for their advice and appointed them as their IT partner to host and maintain their environment. The result being a full end to end solution for Caspex including cloud services, a fully managed IT environment, professional services and security, and procurement services for their hardware and licensing.

As Paul Biegel, CFO of Caspex Corporation explains *"It was time to review our options, we had an ageing expensive iSeries server and used an external hosting partner as our server provider; so with contracts coming up for renewal, we took the opportunity to review everything. We tendered out to a number of players in the market including Noel Leeming Group's Tech Solutions for Business (TS4B)."*

“What TS4B offered was a total solution...”

Paul Biegel, CFO

Success starts with a solid plan

The TS4B team began scoping the business requirements to understand what was needed and how they could improve their infrastructure.

As Iain Hally, TS4B’s Technical Account Manager outlines, *“We wanted to provide management and hosting services that could reduce current costs but also provide a far more comprehensive service. We investigated and made recommendations to reduce downtime, making their IT environment more productive and reduce costs. Where we could, we removed faults on the server as we found them and recommended best practice working on their existing system. We led the client through the technology change and worked with them during the migration”.*

Not only were cost savings made but also improvements on Caspex’s existing IT infrastructure. These included a consolidation of their DNS and resolving network issues that were identified by TS4B’s proactive maintenance programme. The team also identified expired support on switch hardware through TS4B’s warranty management system which identifies systems no longer under support. The team recommended a replacement of this equipment to improve stability and resilience.



“What TS4B offered was a total solution that avoided any upfront investment and an infrastructure that was charged out on a monthly basis.” - Paul Biegel, CFO Caspex.

This delivers cost savings and costs will scale to the business requirements, for example, if a hardware machine reaches capacity as the business grows, there is no large hardware replacement cost needed.



“we had previously invested in our own large server and were managing this ourselves which meant a lot of time spent away from business improvement”

SmartCore Cloud - delivering a reliable, cost-effective solution

For Paul, TS4B's NZ based cloud service - SmartCore, delivers exceptional performance, with its high speed connectivity, backup technology (DRaaS) and (BaaS), as well as being scalable.

“Before going into this review process, we had invested in our own large server and were managing this ourselves, which meant a lot of our own IT resources were spent on this, taking their time away from business improvement. Now with the SmartCore Cloud, it works well, there are little to no problems, it has the capacity we need, and there are no speed issues.”

The system is highly scalable which makes it easier for Caspex to manage their business continuity, *“If we need to add 30 more users, we can do it easily to ramp up our capacity. We're not restricted.”*

For some organisations, back up technology can sometimes mean costly and complex systems, but TS4B's SmartCore Backup (BaaS & DRaaS) service ensures a fast and reliable backup and recovery solution with a much lower cost than a traditional data centre.

The power of partnering

While it was essential to reduce costs, it was the total solution and partnership that really added the value to Caspex. TS4B 24/7 support service - from server to desktop, networking and ultra-fast internet connections, remote and onsite - allows Caspex to focus on what's important to them and leave the technology infrastructure to TS4B's experts. As Pauline Luinstra, Caspex IT Manager, explains, *"...TS4B can liaise with our users directly and troubleshoot issues. All these day-to-day IT issues can use up a lot of our own infrastructure time. Now with TS4B, these issues are resolved quickly and efficiently."*

The expertise and partnership the TS4B team offers is really key. Previously, Caspex didn't have a proactive IT workstream. Now with TS4B, they have a partner with a vested interest in their business. To ensure their projects are working to plan, they hold quarterly business meetings to review the system, mitigate any risk, look at return on investment through savings they've made and discuss the pros & cons, with the TS4B team. *"We don't feel like we're being oversold, this is a good consultative partnership and we see a lot of value in the relationship."* - Paul, CFO, Caspex Corporation.

About TS4B's Total Solution for Caspex:

SmartCore Cloud IT

- NZ based Cloud hosting provider
- Delivering greater connectivity with ultra fast internet connection
- Secure & resilient solution with DR (DRaaS) & Backup (BaaS) Technology
- Infrastructure as a Service (IaaS) with NZ based Cloud service

IT Managed Services

- Systems monitored 24/7
- Providing end-to-end Support Services
- NZ based Service Helpdesk

Professional Services

- Management of migration of all servers from another provider
- Providing professional project management services
- Collaborate, plan & implement a number of solutions to transform their business
- Analysing the business to identify and evaluate options for improving business systems

Procurement

- Noel Leeming Group's buying power to provide Caspex with the best value for the procurement of hardware and licensing



If you're ready to increase the efficiency of your infrastructure or look at the cloud solutions for your business give our Tech Solutions for Business team a call on **0800 622 532** or contact us via **ts4b.co.nz**