

Caspex.

Delivering efficiencies through a total managed service

A fully managed IT Infrastructure allows Caspex to focus on business transformation

“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



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

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 the Tech Solutions team offers is invaluable and they've become a trustworthy, reliable partner for Caspex.

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.

“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's Tech Solutions Team.” - Paul Biegel, CFO of Caspex

Corporation



Success starts with a solid plan

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

As Iain Hally, Noel Leeming'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 the Tech Solutions proactive maintenance programme. The team

also identified expired support on switch hardware through their warranty management system which identifies systems no longer under support. The team recommended a replacement of this equipment to improve stability and resilience.

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.

SmartCore Cloud - delivering a reliable, cost-effective solution

For Paul, Noel Leeming's NZ based cloud service - SmartCore, delivers exceptional performance, with its

"What Noel Leeming 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.

About Noel Leeming'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

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 the 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. The Tech Solutions 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 the Tech Solutions experts. As Pauline Luinstra, Caspex IT Manager, explains, *"...They 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 Noel Leeming, these issues are resolved quickly and efficiently."

The expertise and partnership the Noel Leeming team offers is really key. Previously, Caspex didn't have a proactive IT workstream. Now, 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 Noel Leeming 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

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