



Planning tool helps solve business disruption

Green Cross Health upgrades Wi-Fi network to optimise performance

“When we look at the before and after heatmap images, we can easily see the difference the upgrade has made to our network performance.” - Gary Safe, IT Manager, Green Cross Health

Working together to support healthier communities.



This is our purpose.

We are passionately committed to the health and wellness of New Zealand, and to providing the best support, care and advice to our communities.

This is our promise.



About Green Cross Health

- A provider of primary health care services to communities the length and breadth of New Zealand.
- Head Office: Great South Road, Ellerslie, Auckland
- Number of Staff: 120 Head Office / 800 including Franchise Pharmacies
- Clients: Corporate Head Office Staff and Retail Customers

Over the 10 year partnership, Noel Leeming Tech Solutions and Green Cross Health have developed a proactive approach to the way they work. This means they develop plans and improvements together and can react quickly to issues. One such issue was the Wi-Fi performance.

Leading up to early 2019, Green Cross Health had been experiencing Wi-Fi issues in a number of locations within their head office. As Gary Safe, IT Manager at Green Cross Health describes it “The network issues we were experiencing were causing a lot of business disruption and noise among our suppliers, who regularly use our meeting rooms for presentations.”

Green Cross Health needed a solution, so at one of their weekly meetings with the Noel Leeming Tech Engineer, who was onsite providing IT support, he prompted a review and recommendation to upgrade their Wi-Fi.

This involved a full audit of the network using Tech Solution’s specialised Wi-Fi planning tool. The tool uses a heatmap which shows the wireless signal strength and coverage across the office, accurately depicting where the signal is least efficient.

Noel Leeming’s recommendation was to put in more access points to ensure there were no spaces in the office with a weak signal - delivering an optimal

“We were experiencing a lot of issues with our network, from being slow to seeing complete dead zones in parts of the office and especially in meeting rooms.” - Gary Safe, IT Manager, Green Cross

outcome. As Iain Hally explains, “It guaranteed optimal performance of the devices the business put on site.”

Once cabling was complete and the new access points were installed, the Tech Solutions team took a post deployment heatmap image which showed the improvements to the site and proved the locations were optimal.

“We’re about long-term relationships not about short-term gain, we’re focused on the total value to the client.” - Iain Hally, Technical Manager at Tech Solutions, Noel Leeming Group.

Building a long-term partnership

While undertaking the upgrade to their Wi-Fi network, the team came across an additional network issue that was not related to the Wi-Fi. Instead it was the use of old devices which was causing network issues.

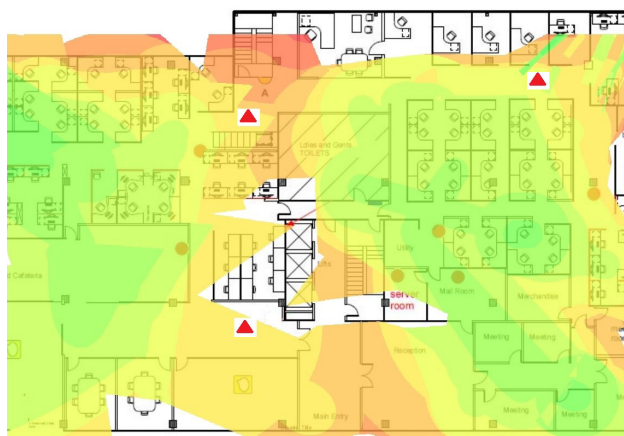
Through Noel Leeming’s supplier network, Tech Solutions were able to look at a range of options across various brands and find the right solution to replace their aging devices. In addition to this, the knowledge the team at Tech Solutions had gained over the years working on site at Green Cross Health, gave them a clear understanding of the client’s needs and ensured they tailor a recommendation that is fit for purpose. Following a review, the team recommended a solution that was more cost effective, delivered on

the requirements and provided better coverage & performance across the site, than the high-end devices the client was previously using. This is where Tech Solutions provides real value. As Iain Hally, Noel Leeming’s Technical Manager explains “We’re more about recommending what is a good solution for the client’s requirements, rather than sticking to the status-quo”.

Working with the right people who understand the business.

With a long-term partnership of more than ten years, there’s trust and loyalty that builds up, but

Before heatmap



After heatmap



About Tech Solutions support programme for Green Cross Health

Professional Services

- Full review of the business to identify and evaluate options for improving connection and connectivity.
- Providing professional project management services
- Collaborate, plan & implement a total solution to improve Wi-Fi network and coverage
- Management of migration and installation of new network and hardware

Procurement

- Noel Leeming Group's buying power provides Green Cross Health with the best value for the procurement of hardware and licensing.

IT Managed Services

- Full Audit of Wi-Fi network, using Wi-Fi assessment and planning Tool
- The Wi-Fi Assessment and Planning tool provided a heatmap identifying Wi-Fi efficiencies and a measurement of success on the work completed.
- Providing an on-site IT tech engineer every week
- Systems Monitored 24/7
- End-to-end Support Services
- NZ based Service Helpdesk

it is the people that are key. Gary Safe and his team value the existing relationship they have with the team at Noel Leeming, but most importantly the IT engineer they have on site once a week has been invaluable. "It's good to have an engineer on site who has been with us now for 3 to 4 years. We've got confidence in the person supporting us. Having the same person working on our business brings not only confidence but continuity. They understand our business and can speak to our clients on their level from a customer perspective." Gary Safe explains.

With Tech Solutions, it's not only having the confidence & continuity of the people you work with, but it's also the knowledge & expertise the team has. As Gary explains, "not only have we got a technician onsite once a week, we meet with Iain Hally and his team regularly and the network team also. These guys know our business, the products we use and they have valuable experience and knowledge to share with us. They are also service-orientated and customer focused."

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