

# Case Study

## UPGRADING FOR GROWTH



**Off-grid power solutions distributor**

Blue Diamond Machinery was expanding, but their internet service could not keep up. Turning to their IT solutions provider became a double-barrelled approach that upgraded their connectivity and streamlined their IT services at the same time.

### Aspiring for Superior Connectivity with a Single Provider

Blue Diamond had a two-fold objective: to have just one provider for their internet service and IT solutions, while improving their connectivity. They grappled with limited infrastructure and sporadic access, resulting in frequent outages, reduced connectivity, and issues with their VOIP phone system. These meant significant downtime and reduced productivity.

They needed a more reliable internet connection, which was critical for their operations. At the same time, they wanted to consolidate their internet services with their IT provider, Inspired IT. To future-proof their sites across Australia, they aimed for business-grade internet connections and networking equipment. It would mean maximum uptime for users and the ability to accommodate growth.



# Achieving the Goal with Diligence, Professionalism, & Expertise

Inspired IT stepped in to address the issues faced by Blue Diamond, so they could overcome geographical constraints, minimise downtime, and ensure seamless communication across their sites.

## 1 Comprehensive Assessment

First, Inspired IT conducted a comprehensive assessment of each site's connectivity needs. To ensure an effective solution, a thorough scoping process was performed, including assessing current connection speeds, the number of users at each site, and the specific applications being utilised, such as VOIP cloud phone systems.

## 2 Tailored Solution

Inspired IT then presented a tailored solution, offering a significant upgrade from the standard NBN service: Business Grade NBN EE. This would provide dedicated business-grade fibre connections with substantially higher speeds compared to existing fixed wireless or basic NBN connections.

## 3 Future Considerations

Inspired IT also discussed anticipated future site growth with Blue Diamond, to better understand their evolving requirements. Leveraging their expertise, they recommended the most suitable connection type and speed suited to the company's present and future needs.

## Assessing Project Success

To ensure a holistic view of the project's effectiveness, Inspired IT employed a multi-pronged approach to measure the success of the network upgrade.

### CONNECTION COMPLETION & ACTIVATION

The primary metric was confirming the successful cutover of all internet connections. Inspired IT verified that each connection was established and operational.

### SPEED VERIFICATION

Following cutover, conducted speed tests were done to ensure achieved speeds met the pre-defined specifications outlined in the project plan. This confirmed that Blue Diamond received the bandwidth upgrade they contracted for.

### PEAK PERFORMANCE TESTING

To assess real-world performance, additional testing was conducted during periods of anticipated peak network usage. This allowed them to evaluate traffic flow and bandwidth utilisation under load, ensuring the network could handle typical operations.

All internet connections were established and operational, achieving the planned speed upgrades, and could handle the business' workload – demonstrating the successful completion of the project.





## Attaining *Peace of Mind* after Diligent Implementation

Since Inspired IT implemented the Business Grade NBN EE connections, Blue Diamond has experienced notable improvements:



### Increased Uptime

Enhanced connectivity has reduced downtime, ensuring uninterrupted operations.



### Higher Speeds

Substantially faster internet speeds have improved overall efficiency and productivity.



### Scalability

The upgraded connections are designed for scalability, to accommodate future growth.



### Simplified Support

Consolidating internet and IT services with Inspired IT has streamlined support, cutting administrative overhead.

*"With this internet upgrade project, we were updating multiple sites concurrently across Australia. Working with an NBN accredited provider gave us peace of mind.*

*NBN allocated a project manager who provided regular weekly updates on all sites, keeping Blue Diamond in the loop. Moving internet can be stressful, but the whole project was managed well with frequent communication and went seamlessly."*

*Sarah Pallot, Blue Diamond's Administration Team*

Working with an accredited NBN partner and advisor ensured seamless implementation and a smoother transition. The entire process was streamlined, from submission to project management, directly through NBN rather than solely relying on the internet service provider.





## *Aiming for Future* **Expansion**

Blue Diamond plans to continue expanding their operations across Australia. With the reliable and high-speed internet connectivity, they are now well-positioned to support their growth in terms of:

- Geographical reach, penetrating underserved areas
- New site establishment in targeted regions
- Enhancement of existing sites with increasing demand
- Product diversification beyond generators
- Service network expansion, for support and maintenance

## *Advice* **for Businesses Facing Similar Challenges**

*"It just seems logical to have just one provider for all your IT needs, whatever your industry. For us, having a one-stop-shop for IT services has proven to be a more efficient arrangement."*

*When there is an issue, you just have one number to call – having it all under one roof simplifies support. If you operate in multiple locations and experiencing downtime or slow speeds, upgrading your internet can alleviate a ton of issues and can be more economical in the long run."*

*Sarah Pallot, Blue Diamond's Administration Assistant*



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*Let's Chat*

about your connectivity needs!

