



## Coffey International Ltd

### Specialist Knowledge... Extraordinary Outcomes

Coffey International Limited is one of the top 300 companies on the Australian Stock Exchange, with a range of specialist companies working in social infrastructure and physical infrastructure under its umbrella. As part of their continued growth, they now operate in more than 60 countries around the world.

#### Principle Technologies

- Solsis Essential Support
- PackageTechnical Helpdesk
- System Administration
- Three Party Management

#### The Project

Coffey's rapid expansion means that their internal IT is heavily focused on projects and development, and no real resource to provide IT support worldwide. Additionally, they recognised it would be unrealistic to provide appropriate and responsive IT support to their six offices in the UK, because of the enormous time difference and physical distance. They needed an IT partner who was geographically relevant to their UK offices, and was able to deliver effective support and value for money across multiple sites.

#### Benefits

The Support Solution Solsis implemented has provided fast and responsive IT Support to Coffey's UK based staff, enhanced by weekly reporting to Australia. A UK conference call also keeps Coffey abreast of technical and staff developments and activity. Coffey gained economies of scale with pricing as Solsis treated the various Coffey businesses in the UK as a single entity. Solsis has provided Coffey with an easy to use front line, managing the resolution process with our "three party management" of Coffey's other technical partners.

#### Solution

When considering Coffey's specific business requirements, Solsis recommended its Essential Technical Server and Client Helpdesk Support Solutions (with Server Administration) in order to provide staff with fast remote and telephone response they need. This support is provided to 100 staff in the UK across 6 office locations, with Solsis support interfacing with Coffey's internal support system to deliver user support as efficiently as possible. This outsourced support infrastructure was a first for Coffey, serving as a pilot that would directly impact worldwide strategy for support of their geographically dispersed offices.

#### Why Solsis

Solsis was able to provide excellent references and proven levels of support based on their previous involvement with the UK companies before they were purchased by Coffee. They also demonstrated flexibility in their pricing structure and approach to support to fit in with Coffey's guidelines. Solsis was able to clearly define their support processes and methodologies which ensured that Coffey was able to select a partner that was a good fit for their own corporate structure.

**"If we had a Solsis in every country, the world would be a better place."**