

Outsourcing the support and management of their IT system to increase growth

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About Enstruct

Established in 2000, Enstruct Structural & Civil Engineers have become a sought-after consultant to the property industry, winning engineering commissions on landmark commercial, industrial and residential projects in Australia, New Zealand and overseas.

At a glance

Industry
Architecture / Engineering

Company size
100-250

Country
Australia

Business challenge

- Free internal resources to support strong business growth.

The solution

- Outsource the management and support of all IT Systems to a single provider

The Results

- 24/7, pro-active, system-wide support.
- Improved business processes through new technologies.
- Ability to quickly expand to meet growing business demands.

The Summary

To free up more resources with their business growing, Enstruct turned to Brennan to get the support they required. Brennan now serves as the single point-of-call for all Enstruct's IT needs including their Managed IT Support package with 24/7 access to a centralised helpdesk.

The Situation

With their business growing, Enstruct needed to free up more resources. "We'd always managed our IT systems ourselves," says Enstruct Senior Associate Tim Boulton. "But with the demand for our services increasing, we decided to concentrate solely on our business and outsource our IT."

The Challenge

Enstruct went to tender. Unfortunately, while the company that won the process successfully rebuilt much of Enstruct's infrastructure, their ongoing support failed to live up to expectations.

"Our provider wasn't forward-looking," says Boulton. "They weren't adequately resolving issues nor preventing them from occurring. It was a situation that wasn't tenable."

To get the support they required, Enstruct turned to Brennan. "Brennan had impressed during the tender process, and after our experience with the first vendor, we saw additional value in what Brennan had proposed," Boulton explains.

The Solution

Brennan were able to quickly resolve the problems affecting Enstruct's server and desktop systems.

Through a Managed IT Support agreement, Brennan now serves as the single point-of-call for all Enstruct's IT needs. "Brennan have taken complete control of our systems, servers, workstations and network," Boulton says.

As part of the Managed IT Support package, Enstruct has 24/7 access to a centralised help-desk – something which Boulton says is vital, given the around-the-clock nature of the company's activities. In addition to the help-desk service, Enstruct also has a dedicated primary technician ready to take their calls.

The Result

As well as responding to problems as they arise, Boulton says that Brennan actively pre-empt issues before they occur, and also suggest ways in which Enstruct can improve their IT systems to better their business.

"One of the first things Brennan did was advise us about how to simplify parts of our server infrastructure," says Boulton. "We like the fact that they've understood our business and work to suggest technologies and systems that can help us."

Tim Boulton says that an essential benefit of the Managed IT Support solution is that it provides a single point of responsibility for the management of the company's IT systems.

"For us, this exercise is about freeing up internal resources to focus on the business. That can't happen if there's finger-pointing between providers. Through Managed IT Support, Brennan are responsible for the complete management of everything from servers and desktops to network switches," he says.

The speed at which Enstruct can expand its infrastructure has also improved. "With new staff coming on regularly, we can order and have new desktops ready to go in one day," says Boulton. "It's a small thing but it gives us confidence that we're able to grow our infrastructure at short notice".

Asked to describe Enstruct's experience of Brennan's service, Boulton says that Brennan have been "absolutely fantastic" and that he would recommend Managed IT Support to any business considering the service. "The Brennan team is organised and well-managed. From the technicians to their account managers, they've always been across what's happening in our business," Boulton states.

He concludes: "We decided to outsource so that we didn't have to have an internal person managing our IT systems and relationships, and with Brennan, we don't. Their service absolutely represents value for money."

"Brennan's Managed IT Support allows us to concentrate on what's accelerating our growth while leaving others to manage our IT systems. Their service absolutely represents value for money."

**Tim Boulton,
Senior Associate,
Enstruct**

The Brennan Experience

Brennan is uniquely positioned to transform, deliver, and manage your complete IT environment – so your people can have a truly seamless IT experience, wherever they are working.

We provide powerful technology solutions for Australian organisations, with a portfolio of services that ranges from strategy and advisory, to application development, to end-user support, and more.

Our teams are crazy about delivering an exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving a world-class Net Promoter Score of +80.

Get in touch with us today to see how we can help your organisation.

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