

At a glance

# Case Study: Colliers International

**Customer:**  
Colliers International New Zealand

**Industry:**  
Commercial Real Estate

**CodeBlue Services Used:**  
IT Support Services  
Corporate Partnership

**Key Benefits:**

- Solution tailor designed to Colliers International's immediate needs
- Strategic IT input into Colliers International's to ensure greater ROI for future capital expenditure



# CodeBlue delivers pain-free transition in days for Colliers International NZ

CodeBlue's transition to become Colliers International's IT services provider was achieved quickly and with virtually no impact on the property company's staff.

Well-run businesses regularly conduct reviews of their internal costs and IT inevitably becomes a focal point during such exercises. Factors such as capital expenditure, in-sourcing versus outsourcing, and Return on Investment (ROI) form part of the review process. Colliers International decided to assess its existing IT support from both a cost and a delivery perspective and went to market to evaluate its options.

Colliers International went to the market and engaged two IT firms to propose solutions. In consultation with Colliers International CodeBlue designed a tailored solution that delivers to their immediate needs. The solution evolved into a 'Corporate Partnership', combining CodeBlue's proactive managed services, enhanced support for internal IT staff and a strategic plan to improve business productivity.

Colliers International had specific improvements, or gains, in mind:

- Bottom line savings on productivity and increased business efficiencies
- Adoption of systems that would facilitate core business improvements
- Wider range of technical resources
- Commercial flexibility facilitated by aligned IT systems
- Cover during IT staff absences.

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"Now that our monthly costs are predetermined we have gained greater control of our IT spend. This allows us to plan our IT budget more accurately and to align it better with our business direction. With an approachable strategic partner in CodeBlue, we can confidently work with them to drive business efficiencies and maximise ROI."

**Bruce Gallie,**

Chief Operating Officer,  
Colliers International New Zealand

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## Continuous improvement

CodeBlue has worked with existing IT staff to transition services smoothly and with the minimum disruption to Colliers International personnel. CodeBlue have made key components of their internal systems available to Colliers International's IT staff, including Incident Management and Monitoring toolsets. CodeBlue's Continuous Improvement Plan will not only enable Colliers International to improve business productivity but also to develop internal IT staff.

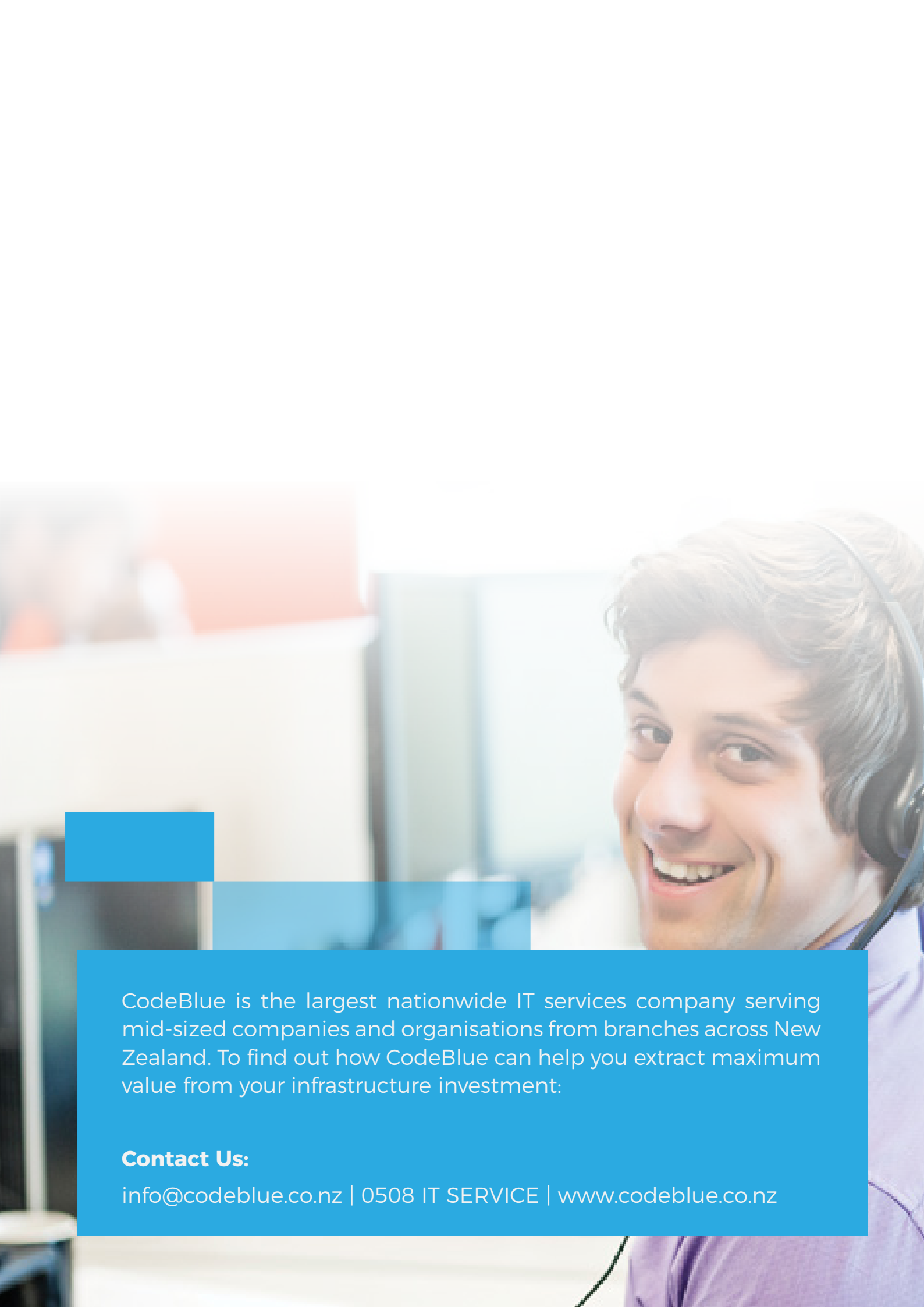
As with all changes to IT support, there was a degree of apprehension leading up to the transition from the existing support structure to CodeBlue. However, with careful planning the transition was barely noticed by Colliers International personnel.

"I had expected some unforeseen issues during the transition," Colliers International

New Zealand's Chief Operating Officer Bruce Gallie said. "It felt as though we were opening a Pandora's Box of potential problems. But in fact, the majority of our staff was not even aware of the transition to CodeBlue's IT support model."

With the transition complete, Colliers International management now find their engagement with CodeBlue is no longer focussed on the day-to-day problems, but on evolving their strategic IT roadmap.

CodeBlue is currently analysing various areas of the Colliers International network, with a view to increasing efficiencies. CodeBlue's strategic IT input into the future needs of Colliers International's business will ensure greater ROI for future capital expenditure. Colliers International's monthly costs have also been reduced through CodeBlue's Corporate Partnership fixed price options.



CodeBlue is the largest nationwide IT services company serving mid-sized companies and organisations from branches across New Zealand. To find out how CodeBlue can help you extract maximum value from your infrastructure investment:

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