

TESTIMONIAL

Meeting TransNet's changing needs in a decade-long partnership

Electrical equipment supplier TransNet has successfully navigated significant change - ably supported by CodeBlue as their managed services provider. Where IT was previously managed in-house, it is now fully outsourced to CodeBlue. This supports TransNet's growth as they continue expanding across Australasia.

There's no way we could've enjoyed the success over the years without a trusted IT services provider like CodeBlue.

— Fadi Kourkgy
Chief Financial Officer

Moreover, CodeBlue's services have freed up a senior operations leader from daily IT management tasks, with his focus now falling on more important strategic and revenue-generating activities.

A 100% New Zealand-owned company, TransNet provides an extensive range of products to the electrical distribution, transmission, rail, OEM and wholesale industries. Priding itself on knowledge covering equipment specification through to hands-on service and support, the company has operated across the Pacific for more than two decades.

ESTABLISHING A FIRM FOUNDATION

When Fadi first joined TransNet, he says the predominant focus in the business had been on sales and market reach, to the detriment of IT systems and processes. "The infrastructure was quite basic and ran on the smell of an oily rag. Everything was done 'at a bare minimum' and we realised we couldn't function and continue growing like that."

Owing to previous experience with CodeBlue, he knew where to look for the right kind of help. "We sat down for a conversation, and everything developed from there."

Initially taking over IT support and quickly proving their chops by establishing robust operational processes and structures, CodeBlue has subsequently supported several significant projects as TransNet's technology requirements evolved.

When TransNet migrated its ERP from on-premises to the cloud, there was a further shift in its support requirements requiring less on-premises equipment.

Following the retirement of the company's long-serving IT manager, TransNet had no hesitation in ramping up the services engagement with CodeBlue. This proved particularly invaluable to Phillip Hogg, who had assumed responsibility for IT despite multiple other operational and strategic commitments.

Fadi says that today, as TransNet's managed services provider, CodeBlue has responsibility for all infrastructure and IT systems including planning, procurement, deployment, and support. "That now extends to all workstations and staff – with around 90 people, that isn't a small job."

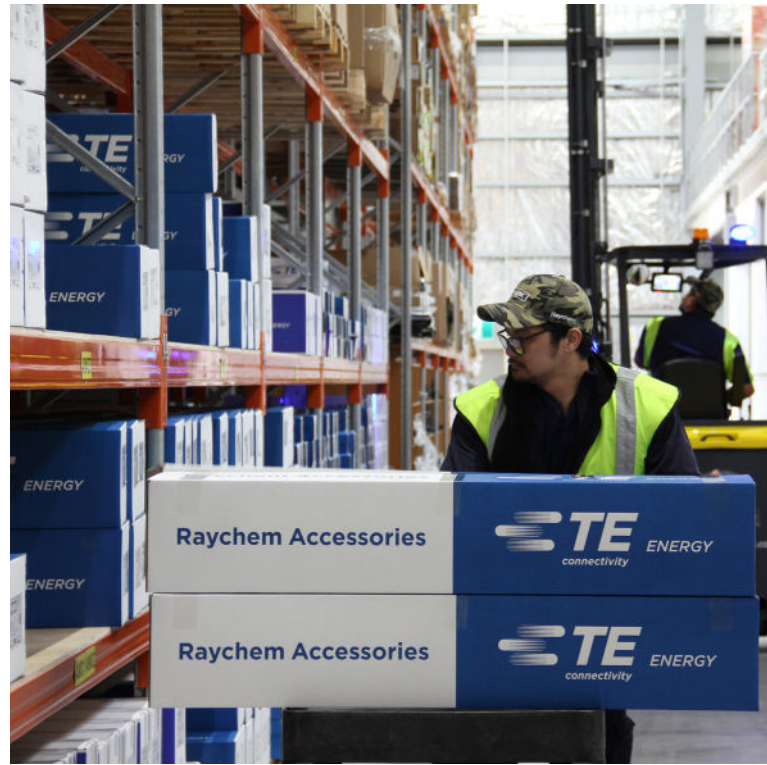
CONSISTENTLY ALIGNED SERVICES MATCHING CHANGING BUSINESS REQUIREMENTS

With TransNet supported through CodeBlue's comprehensive Fixed Price Service Level Agreement, the managed services provider has scaled its services appropriately. CodeBlue have provided the necessary guidance and leadership for an operational environment which has changed substantially over the years.

"The difference (that CodeBlue brings) is a couple of things," says Fadi. "Primarily, we have a highly trusted provider which knows our business and our requirements. Account management is important, and we've had consistently exceptional delivery, even if there were the inevitable hiccups transitioning from one to another. Even previous account managers who have relocated or been promoted, still answer when we call."

From an operational perspective, Phillip says the CodeBlue ticketing and helpdesk solution provides full visibility on all issues and service delivery. "We can easily keep tabs on what's happening, so there aren't any surprises. It really works like a charm; you can see as little or much detail as you want."

With CodeBlue firmly advocating regular reviews as part of their Strategic Technology Roadmap process – and as a company which has seen how dramatically IT requirements change over time – TransNet is increasing its focus on future planning. "IT is an iterative thing," comments Fadi. "It's never complete, as it changes all the time."



Phillip says it comes down to trust and peace of mind. "There's a lot of responsibility involved in running IT infrastructure and supporting our staff. Outsourcing it rests on a lot of trust. If it all turned to custard, it would hurt us more than it would CodeBlue – but we have a decade behind us showing that's not going to happen. With their support, I can focus on my other work without worrying about the technology."

“ We value the relationship more than the price of the contract. We have people coming in trying to sell cheaper services, but we're not interested.

— Fadi Kourkgy
Chief Financial Officer