

New IT Systems for a specialist IT recruitment company

Command Recruitment Group is an Australian owned and managed company with offices in Sydney, Melbourne, Perth, Singapore and London.

Established in 1991 as a boutique human resources consultancy, the business has grown and flourished to become an industry leader in comprehensive staffing solutions.

The Situation

Command experienced frequent outages and slow turnarounds from their existing outsourced IT support company. Computers were slow and the phone system was clunky and outdated. Due to large downtime, the business as a whole was put at risk. Command also had multiple providers for the IT support, Phone System, and Internet, leading to time wasted chasing suppliers and no single party taking responsibility.

Snapshot

Industry: Recruitment

Cities: Sydney, Melbourne, Hobart + around Australia, London, Singapore

Challenge:

- A reliable environment and phone system that integrates with their CRM

Services:

- Managed IT Services
- Network & Server Infrastructure
- Hosted Phone System

Benefits:

- Fast, reliable performance
- Highly-available virtualisation platform
- Reduction in call costs and downtime

“Transitioning to the Greenlight services and solutions has been very smooth and has increased our business performance and uptime dramatically. It’s nice to have a trusted team we can rely on that truly care about our business.”

Louise Lockie - Operations Manager - Command Recruitment Pty. Ltd.

The Solution

Initial Audit - Greenlight audited the internal IT systems as a first step and discovered that their core servers were all backing up to the same physical server, where everything was running from. Such a situation entails great risk, as if there were a critical failure, Command could lose everything. There were also numerous configuration issues that were not in line with IT best practice, contributing to the slowness and downtime.

Servers - Most of the Windows servers were running Windows Server 2003, which was approaching end of life. Greenlight implemented a project to upgrade all their servers to server 2012r2 and mitigated the risk of outdated software while having additionally employed IT best practices.

Phones - Greenlight recommended and implemented a modern hosted phone system that integrates with Command Recruitment’s core CRM systems. Thus, they can now make calls straight from the CRM and computers. This was a must as the staff are constantly on the phone.

Applications - Greenlight worked with Command to investigate the most appropriate technologies from their business with the mindset of helping the business succeed both now and in future. Greenlight also assisted in implementing the best suited applications for Command’s use.

Backups - Greenlight worked with the existing intrastate to reorganise all the servers so the backup and production targets were set apart.

The Benefits

Performance - Greenlight has streamlined the server environment and implemented IT best practice to greatly improve user efficiency and application load times.

Reliable - Command now have a very reliable IT setup, with most of the critical applications hosted off premises.

Cost Savings - Phone bills have been reduced while adding increased functionality.

Added Value - Command now has the comfort of frequent strategic IT meetings to give a clear roadmap for costs and business outcomes.

For more information about Greenlight ITC Managed IT Services and how it can benefit your business, call (02) 8412 0000 or visit www.greenlight-itc.com