



Electrio keeps finger on the pulse with enhanced IT support and business efficiency

Improved productivity and client communication ignited by modern IT infrastructure

Electrio provides high quality electrical design, installation, testing and ongoing maintenance for commercial clients

#### **The Issues**

Push IT had built a strong partnership with Electrio, working with several generations of directorship to manage the company server, email and system backup. It was becoming increasingly obvious that the company wasn't keeping up with advancing IT capabilities and sought to improve the infrastructure.

#### **The Solution**

Through plain English IT consultancy, Push IT introduced a hosted desktop IT provision for Electrio employees and secure online access portals for clients. Microsoft Office 365 cloud application was implemented and tailored to the needs of the company that included realtime access, live updates and fully managed security monitoring and backup.

#### All-encompassing IT

Electricio benefit from remote access IT support, onsite engineer visits and a repair or replace IT equipment package.

/ **Business IT Solutions** – Office 365, system security and remote helpdesk support

/ **IT Consultancy** – business goals and future growth planning

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*Communication has been made easier and the helpdesk and remote access to quotations has improved response times when we need to check information or sort out problems.*

*We thought an email had been hacked once but within minutes all passwords had been changed and the appropriate security measures taken. Having someone at the end of the phone, email or Skype – who responds within a reasonable time – to provide support is excellent.”*

**Tony Phelps, Project Manager, Electricio**

#### The Outcome

An internal CRM infrastructure and Sharepoint library enables file sharing and team communication. Microsoft Project allows onsite personnel to remotely log into the system to review information and compile survey data – when reports are added in the field they are immediately accessible by the office staff for swift turnaround.

Full training was provided for all new software applications and remote helpdesk support is available during office hours to troubleshoot any software or hardware issues and to setup new emails and access portals.

Electricio retail/manufacturing clients and public sector contracts have their own cloud storage portal with 24/7 access to project information, certification and emergency lighting test reports.

#### It’s all in the detail

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