

## DATACOM

# Datacom Australia's Outsourcing Growth Made Easy With MAX™

## Introduction

Datacom is an IT conglomerate headquartered in New Zealand with operations in the Australia/NZ region. Its many divisions comprise a steadily expanding business base, and have been commissioned to work with several government agencies and offices on various projects within the region. Datacom Financial Services Division, for example, has partnered with Dunn & Bradstreet (D&B) on a joint venture to provide D&B's call center operations.

Datacom Technical Services Division incorporates onsite, remote and general support for a wide range of software and hardware platforms, application development, secure database development and deployment, outsourcing, and remote management contracts.

Datacom Systems Division Site Services is one of Datacom's most progressive divisions providing outsourced system management throughout the region. It was recently awarded the full IT support contract with Goulburn-Murray Water (GMW), which outsourced all of its IT activities, systems and programs. GMW's region covers 640,000 square kilometers of major gravity irrigation, pumped irrigation, and waterworks districts. Most of GMW's rural retail water services are financially self-sufficient—a major achievement triggered by outsourcing all their IT requirements to Datacom.

## Datacom's Challenge and Choice

Datacom has been tasked to maintain and manage the entire IT infrastructure of GMW—an array of servers, printers and routers dispersed across 8 separate locations—the farthest site of which is 7 hours roundtrip by car. With such disparate locations and significant distances, Datacom would need to know the exact issue and situation before committing technical resources. In a nutshell, Datacom needed a tool to be the *eyes and ears* at both remote installations and the all-critical head office site.

After an extensive evaluation of a number of network management products including MAX, Datacom decided to implement a version upgrade to its existing Equator One MAX installation. Taking full advantage of the newly augmented and enhanced monitoring, management and reporting capabilities in MAX 4.1, Datacom found it easy to satisfy the requirements of Goulburn-Murray Water.

## The Equator One's MAX™ Solution

According to Mr. Stuart Knauf, Datacom Service Delivery Manager, the company's decision to upgrade to MAX was based on a number of key factors:

- **Accurate and Timely Information.** "MAX delivers accurate and timely network availability, performance and capacity information that is essential in our type of business. Thresholds and events data are easily saved into document form, as required for both Datacom and our customers."
- **Powerful Reporting Tools.** "Also, reporting is excellent, providing powerful options, and, of course, the fact that it uses the same MAX user interface is a real plus from a user/training perspective."
- **Cost-Effective, Efficient, Proactive Manager.** "From a cost benefit point of view, MAX provides us with a clear view of any outage, thus ensuring that we can respond immediately before issues become critical. Now, Datacom's ability to provide meaningful and timely capacity-planning reports to Goulburn-Murray Water ensures that GMW customer systems are always sized correctly for the needs of the business. MAX has also enabled us to keep a lid on our internal staff levels. Given that the majority of our checks are now performed by the MAX software our team is more efficient."
- **Best-of-Breed Solution.** Mr. Knauf has had experience with other management products like HP OpenView, Tivoli and Net IQ in the past, and feels that MAX is a good value. "MAX is affordable, in that it delivers what the bigger tools do, but at a fraction of the cost. MAX enables us to manage sites with just one person; the rollout is straightforward, and the deployment is easy."

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**-Mr. Stuart Knauf**

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