

ARROW CASE STUDY

CUSTOMER: JWL Marketing

INDUSTRY: Marketing and Public Relations

SOLUTION SUMMARY

- 8x8 Virtual Office unified communications including communications softphone and mobility solution, call recording and analytics, voice conferencing, collaboration and screen share
- Managed Services including managed IT support
- Security and firewall services
- Data backup and continuity services

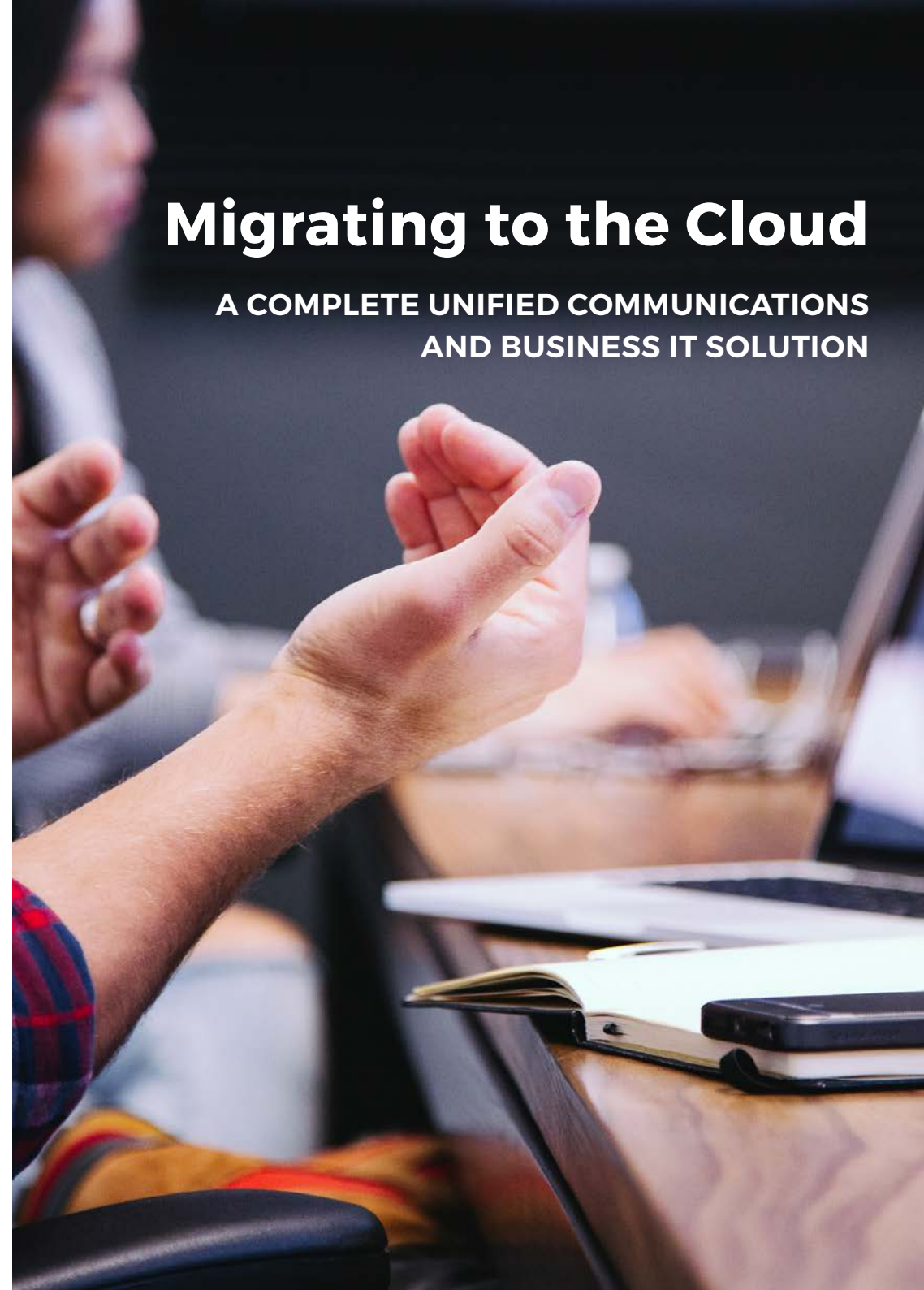
KEY OUTCOME

- Arrow were able to provide JWL with a unique, customised and fully managed ICT services and support solution, that has freed their business structure from traditional constraints into a fast, secure and reliable cloud-based future.
- JWL has now unified their entire working staff under one easy to utilise system.



Migrating to the Cloud

A COMPLETE UNIFIED COMMUNICATIONS
AND BUSINESS IT SOLUTION





Arrow's Cloud UC solution allowed JWL to unify their entire staff communications.

ABOUT JWL

JWL Marketing and Communications is a highly experienced marketing and communications consultancy, that specialises in agribusiness based in Tamworth NSW. JWL service regional Australian businesses with creative marketing, Public Relations and Communications strategies, for farming equipment and support suppliers.

BUSINESS CHALLENGE

JWL expressed their need for a unified communications solution that could unify their highly mobile team across regional Australia.

They required the ability to be able to collaborate via video, screen share, voice and messaging, no matter their location or what device they have on hand, be that mobile phone, tablet or personal computer. It was through these requirements Arrow was able to recommend 8x8, a unified communications (UC) solution provider named a leader in the Gartner UCaaS Magic Quadrant for 8 consecutive years.

JWL operate in a highly competitive industry and reliable easy to use technology is critical to their success.

Through a detailed needs analysis and discussion with key stakeholders within the business, it soon became apparent there was a requirement for a whole of business managed IT services and communications solution to be implemented.

With ageing network, server, security and redundancy infrastructure, JWL saw the opportunity to consolidate their IT partnership with their communications supplier.

Arrow proposed a complete refresh of JWL's business technology as a whole of business solution, with one account manager, one 24/7 support number, as well as significant cost savings by bundling their requirements with one single supplier.

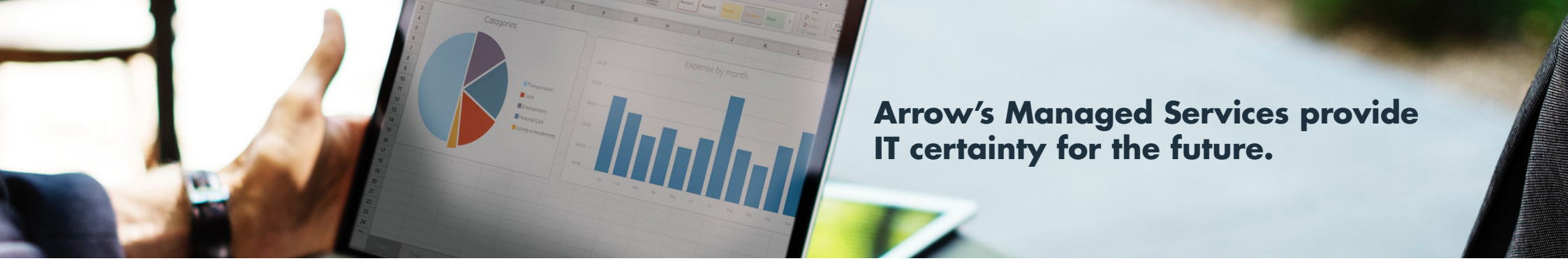
SOLUTION SUMMARY:

JWL's primary requirement was increasing efficiency, stability and reliability by partnering with a whole of business provider that could support them with all their communications network and IT services. Arrow's ability to provide the best services in the industry as well as a thorough solution design, we were able to come together with our supplier partners to provide a solution design that met the requirements across all aspects of JWL's business today as well as into the future.

The communications solution implemented for JWL was the product suite from Arrow's premier cloud communication solution partner, 8x8. With the integration and useability of 8x8, JWL would be able to bring their communication network into the 21st century, no longer having to rely on outdated traditional phone line usage and centralise their calls into one, easily managed system.

In addition to our communication solution, Arrow provided JWL with our full suite of Managed IT services. We equipped JWL with industry leading IT security through Sophos firewall and security services, installing a remote managed device security on their network to ensure data integrity and encryption services, as well as remote IT management for staff computers and systems. Arrow's managed IT services removes the uncertainty and necessity for staff to troubleshoot intermittent issues that arose, and gave JWL the confidence their systems are monitored 24/7, by an expert team of support staff from Arrow.

Arrow also equipped JWL with a backup solution from Datto, another Arrow premium partner. Datto is a world leader in data security and continuity solutions, creating secure backup servers and devices, with additional backup redundancy through cloud-based systems. Arrow wanted to ensure that in the case of data fail and loss, JWL would be able to continue business operations with minimal downtime through our integrated backup solutions.



Arrow's Managed Services provide IT certainty for the future.

SOLUTION SUMMARY:

8x8 Virtual Office Unified Communications

- Communications Softphone and mobility solution
- Call recording and user analytics
- User presence across JWL's entire fleet of users
- Video, voice conferencing, collaboration and screen share

Managed Services provided to JWL

- Managed IT support through remote and onsite technical specialists
- Proactive monitoring of security and device management
- 24/7 desktop & server support
- Device, network and machine monitoring to ensure security and uptime
- Remote updates for all devices and software

Security and Firewall services

- Sophos Firewall, featuring best in class security features and antivirus measures
- Active Ransomware protection
- Real time Sophos monitoring and protection through artificial intelligence (AI) and deep learning
- Data theft protection

Business Continuity and Disaster Recovery

- Datto Professional Series on-premise backup device
- Azure Cloud Storage for backup continuity

RESULTS WHEN THEY ARE MOST NEEDED

Only a day after Arrow implemented a Backup and Disaster recovery solution, JWL suffered a service failure which would have previously seen business grind to a halt, resulting in lost revenue, work time and data loss.

Due to our integrated Datto backup and disaster recovery, JWL was able to immediately access their backup data via the cloud and continue business with minimal downtime, with business as usual in less than 1 hour.

What could have been a major business setback became only a minor inconvenience, thanks to the power of Arrow and Datto backup and disaster recovery solution.

OUTCOMES

Mobility, Analytics and Communications Solutions, with IT certainty for the future.

Arrow Voice & Data were able to provide JWL with a unique and customised managed ICT services support structure, that has freed their business from traditional constraints into a fast, secure and reliable cloud-based future.

Business communications are now a sophisticated cloud-based solution, allowing complete visibility of all team members, as well as seamless meeting and collaboration tools no matter where staff are located. JWL has now unified their entire working staff under one easy to utilise system.

By utilising 8x8 communications network infrastructure, JWL can be assured their new cloud-based network will never experience downtime. This comes into play thanks to 8x8's top-tier global data centre network, providing built-in redundancy, ensuring there is no one point of failure, that could take clientele offline.

In addition to the above, Arrow's managed IT services ensure JWL data, computers and network capability will always be running at 100%, freeing them to focus on business growth and not worry about security, data breaches and computer failure.



JWL & ARROW SOLUTION PARTNERS

datto

8x8

SOPHOS
Security made simple.

PROCUREMENT SPECIALISTS:

Arrow Voice & Data are whole of business specialists for managed services and digital cloud transformation.

- Cloud server migration specialists
- On premise server
- Microsoft partner
- PC and Notebooks
- Office Cabling audit and tidy up
- Switches, accessories, printers and more

Being procurement specialists allows us to handle all technology, purchasing, warranty and support under one umbrella. Meaning your business can focus on what you do best, leaving the complications of technology to the experts

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