

# Consolidated Comms & IT

PROVIDING SECURITY, SCALABILITY, AND SUPPORT

## ABOUT INFINITY

Infinity Group Australia is a family-owned company that believes in financial security for all Australians.

In just a few years, the founders turned Infinity into a multi-award-winning business with three sites and 60 staff. They are passionate about sharing money advice with ordinary Australians and assist their thousands of clients to pay off their mortgages and live debt-free.

## THE CHALLENGE

Infinity Group Australia was being serviced by two separate IT companies covering them for their managed services and voice needs. They reached out to Arrow due to in their own words “a “complete and utter lack of service”.

Their continued and rapid growth required a partnership with a business communications and managed services provider who could take on board the evolving and complex requirements of a busy multi-site business. They needed a provider who could manage and set up the structures and processes required for business scalability, complex IT management, and streamline new user onboarding.

Infinity also faced some immediate business challenges including the upgrade of their existing VoIP setup to a cloud-hosted voice solution and assistance with upcoming business relocations and office fit-outs.

They also needed hardware and IT license procurement with ongoing management, in addition to third party software vendor support.

## THE SOLUTION

Arrow took the time to consult with the key business stakeholders to understand Infinity’s business objectives then conducted a complete business needs analysis, to develop an actionable digital transformation roadmap.

For their telephony, Arrow implemented an Avaya Cloud Voice solution, providing the functionality a busy multisite business needs including call, chat, meeting and collaboration across sites, file sharing, task management, and virtual team rooms. The Avaya solution works seamlessly across devices and provides easy-to-use reporting and analytics, providing insight into how effectively their business communications are performing.

Arrow also provided a complete managed services package that includes ongoing support for network, server, desktop, and business continuity & disaster recovery (BCDR).

## THE SOLUTION INCLUDED

- Avaya Cloud UCaaS communications solution
- Cisco Meraki Network hardware & security licencing deployed across all sites
- 3-site Cisco Meraki SD Wan VPN solution with Central Active Directory
- Network, desktop, and server remote security monitoring and maintenance
- Trend Micro Worry-Free with XDR
- Microsoft Office 365
- Exclaimer Cloud – signatures for Office 365
- Datto SaaS Infinite Cloud Retention (ICR) for Office 365
- 3rd Party PDF licencing



## HARDWARE PROCUREMENT:

- 50+ laptops, accessories, and software deployment
- Cisco Meraki Wi-fi, Firewall, Switches and licencing
- Voice Phones and wireless headsets

## OUTCOMES

Infinity Group Australia now has one provider to manage all of their communications and IT investments, with a single point of contact for all ongoing support, training, upgrades, and maintenance.

They now have all the expertise, strategic guidance and assistance on hand to benchmark and improve IT processes that will enable the continued dynamic growth of the business.

Arrow's Account Management team works closely with Infinity, with weekly meetings that assist with technical decision making, hardware investments and licensing. This process also provides more transparency, insight and control regarding their expenditure and technical decision making, assisted by change management planning, asset reporting, software usage, and consumption reporting.

Setting up a standard support user model now provides The Infinity Group with certainty and an expectation of the now high level of support they can expect to receive moving forward.

Unified cloud communications connect their three sites, allowing enhanced staff communication, collaboration, and productivity, at any location and on any device.

Analytics and custom dashboards provide the data needed for better business decision making.

The deployment of security and a BCDR solution ensures business continuity and protection against downtime in the current cybersecurity landscape where ransomware is still the top malware threat.

Infinity is thrilled with the outcomes of their new communications and IT solution, in addition to Arrow's superior level of support and personalised service. They can now see a clear path forward and can feel confident that their business communications and IT infrastructure can keep up with their business expansion and be pivotal to their continued success.

## PROCUREMENT SPECIALISTS

Arrow Voice & Data is the only company you need for all your IT and telecommunications needs. As procurement specialists, we handle all technology, purchasing, warranty, and support under one umbrella. Your business can now focus on what it does best and leave the complications of technology to the experts.

We've all seen how quickly circumstances can change. A transition to the cloud will provide your business with the flexibility it needs to adapt and provide business continuity. Starting your business digital transformation with a trusted solution partner will ensure your IT and comms fit your business needs, and your work-from-anywhere plans are firmly in place. We'll ensure you make the right choice the first time.

**CALL US TODAY: 1300 555 330**

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