

Property Council New Zealand



Modernisation, Mobility and Collaboration

THE CUSTOMER

Property Council New Zealand

THE TRIGGERS FOR CHANGE

• Escalating break/fix costs and business disruption

Operating on aged infrastructure and a break/fix model had become disruptive, incurring increased repair and labour charges and was impairing progress. Property Council felt that their technology development was reactive rather than proactive. They wanted to move away from technology being an operational cost, to having technology being an innovative enabler to benefit the business.

• Improved communication and collaboration requirements

With five branches NZ wide and management requiring improved work capabilities from off site, Property Council wanted a unified, efficient, internal communications solution suitable for their business environment.

• Lack of internal IT expertise, vision and direction

Property Council wanted to work with a partner that had breadth of expertise, leading edge capabilities and vision for innovative technologies. They wanted their partner to advise on strategy and road map consulting, assist with training and ultimately care as much about Property Council's business as they do.

THE SOLUTION

- Microsoft Office 365
- SharePoint Deployment
- Softsource Managed Services
- Online Backup and Recovery
- Polycom and Skype for Business collaboration

Microsoft Office 365 was the ideal solution to meet the business productivity and collaboration needs of Property Council and the Softsource proposal was centred on this cloud offering. Furthermore, Softsource proposed a Managed Service and deployment option to make the Office 365 transition seamless, allowing Property Council to concentrate on their business while Softsource seamlessly managed the whole process.



Property Council
New Zealand



Property Council New Zealand is a member-led, not-for-profit organisation offering a collective voice for the commercial property industry.

The 730 member companies that Property Council represent have an estimated \$50 billion investment in commercial property and represent the full breadth of industry from property owners, developers' investors, and managers to financial organisations and property trusts.

Property Council has a national office and branches in Auckland, Bay of Plenty, Waikato, Wellington, South Island and a chapter in Otago.

Key benefit Summary

- Anywhere access to technology for all staff
- Improved communication and collaboration
- Effective online meetings and dynamic document share
- Scalability to match business change
- Predictable monthly costs
- Access to a technical Service Desk
- The latest technologies and services
- Account and Service Management



BENEFITS INCLUDE:

CASE STUDY

Flexibility and Scalability

Moving to Office 365 enabled an agile solution at an economical price point. Staff are now all using the same version of the latest productivity tools, removing incompatibility problems, aiding understanding and internal learning and ultimately providing one platform and user experience.

The new monthly subscription model ensures that Property Council will always have the latest software version along with the flexibility to add or remove Office 365 licenses as and when required.

Anytime, Anywhere Access

Having the entire business on a cloud solution has empowered Property Council staff to work securely from anywhere. Office 365 enables staff to access their emails and documents from their phones, tablet PC, iPad or home computer allowing increased productivity and removing the need to hurry to the office or look for a WiFi hot spot as they have previously.

Improved Collaboration

With branch offices located in Tauranga, Hamilton, Wellington, Christchurch and Dunedin it was a priority to have a reliable efficient communication solution. A visit to the Polycom demonstration centre and exploration of the Microsoft Skype for Business capabilities, provided Property Council with the confidence and clarity of ability to achieve their weekly meeting needs. All offices now collaborate regularly using the video-conferencing facilities through Skype for Business.

Peace of Mind

Property Council were concerned that their data backup could be potentially ineffective leaving them vulnerable should their business continuity be compromised. They did not want to carry the risk nor spend the valuable time administering daily tape backups. Softsource's affordable, fully-managed backup solution delivering superior data security and recovery suited Property Council perfectly. It gave them the security confidence and assurance, removed a daily task and worry, all for a simple monthly fee.

Managed Service

The Property Council staff are focused on their job commitments in commercial property. They do not need to be distracted by technology logistics. What they needed, is the technology to be 100% available, enabling them to be efficient. It is with this mandate, that the Softsource Managed Service portfolio was beneficial. Property Council elected to uptake a fully Managed Service for their entire environment including Servers, Desktops and Networks, thus removing support and maintenance concerns and allowing staff to get on and do their jobs.

CUSTOMER FEEDBACK

"Although in terms of cost savings, the financial benefits of transitioning to Office 365 and adding a Managed Service solution was minimal but the time savings and productivity gains within the business, have been substantial." comments Simon Thorne, Director of Finance and Research, Property Council.

"The enhanced tools that come with Office 365 such as Skype, Instant Messaging and Presence has been greatly beneficial and resulted in internal productivity gains, improved communications and team moral. Using IM has reduced our email load and resolved issues more expediently and we have found that having a face to face meeting via Skype is far more productive than a phone conversation."

"Partnering with Softsource has been a great move for us. Their team have become our technology experts and advisors, giving us the confidence and tools to get on and focus on our jobs."

*Simon Thorne
Director of Finance and Research
Property Council*

