

Cloud Migration Project Boosts Productivity

OSS World Wide Movers



By replacing an ageing Citrix environment and migrating to the First Focus Smart Cloud, OSS World Wide Movers (OSS) gain significant productivity benefits from faster IT performance and support improvements.

OSS are specialists in the international relocation of their client's personal and household effects. As a testament to their long-term success, in 2020 they are celebrating their 50th anniversary!

But in recent times, the service efficiency that OSS pride themselves on, has been severely tested due to some less than efficient technology.

OSS rely on their moving industry software Moveware, which performs all of their critical business system functions across their Sydney, Melbourne and Brisbane offices. However, Moveware had been running on an ageing Citrix platform which had become slow and cumbersome, leading to many operational issues. Their previous IT provider had been unable to resolve the frequent issues they were experiencing, such as the system freezing and the on-going latency delays that were frustrating staff.

So it was time for OSS to make a move, and in Dec 2018 they selected First Focus as their new IT partner.

Migrating to a fully hosted Private Cloud

The OSS infrastructure was running on a minimum specification Windows 2008 Server and Windows 7 desktops. After liaising with Moveware, First Focus replaced the end-of-life equipment and moved OSS's environment and database to the cloud, running six virtual servers on Windows 2012 in the First Focus datacentre, with access via remote desktop services (RDS).

“We've seen a 30-40% improvement in productivity with Moveware. Remote access now is very snappy, even in the morning when everyone is logging in.”

“I have nothing but praise for the First Focus project team. They never lost their cool, nothing was a problem. They worked through issues, and tested, tested, and tested before going live. The communication was great, project timelines were updated regularly, so we always knew where the project was up to,” explains Julie Tregarthen – Group HR, IT, Compliance for OSS.

The results have transformed the work experience for OSS and its staff.

“Productivity has improved. I used to hear people complaining all the time, but now instead, things are getting done,” continued Julie.

Improved confidence in systems and support

Their previous sky-high IT support ticket volumes are now back in line with normal expectations.

“The First Focus Help Desk is great. They do not let a ticket linger, and they are almost obsessive about finding a resolution to closing out each ticket. Our Account Manager is well qualified to answer most high-level technical questions, which allows us to make decisions more effectively,” said Julie.

With renewed confidence in their system performance and support, OSS is now able to trial further improvements, such as supplying tablets for some mobile staff, to allow them to perform remote tasks such as looking up inventory while on the move. While other projects such as the introduction of the PaperCut print management system have led to reduced paper use and wastage.

1300 556 531
www.firstfocus.com.au

Sydney | Melbourne |
Brisbane | Perth | Adelaide | Hobart
| Wollongong | Auckland | Manila