Data#3

Data#3 Transitions McGrath Estate Agents to New Integrated Managed Service

October 31, 2018; Sydney, Australia: Leading Australian technology services and solutions provider, Data#3, today announced that it has worked with one of Australia's most successful residential real estate groups, McGrath Estate Agents ("McGrath"), to deliver an integrated managed service.

McGrath's contract with its existing managed service provider was due to expire imminently, and they took the opportunity to go to the market to seek alternate options. The scope for the managed service included everything from service desk to server support, through to backup and recovery management.

Of vital importance for Brett Kelly, ICT Operations Manager for McGrath, was the skillset of the successful provider and the ability to strike a suitable balance between risk and service performance in being able to meet the tight timeline for transitioning to the new service.

"I was looking for a partner with strong ITIL skills, one that had the capability to manage high volumes, with good structure and good references," said Kelly.

Data#3 used its own service design methodology to collaborate with McGrath in the development of an integrated managed service. The new service delivered to the technical capabilities, support hours required, including governing processes, and SLA requirements, within McGrath's budget.

To meet McGrath's requirements and to demonstrate flexibility when transitioning to the new service, Data#3 devised a phased approach, which ensured core services were delivered ahead of their deadline - the holiday shutdown period.

With respect to the overall experience with Data#3, Kelly, commented, "They were very accommodating to our needs, which made the transition process very smooth. Data#3 has demonstrated precisely the process maturity I was looking for, and they have made my job a lot easier."

Laurence Baynham Data#3's Chief Executive Officer and Managing Director, commented, "A strategic managed service helps customers to focus on their core business and innovation, safe in the knowledge that assigned services or solutions are being confidently managed. It's fantastic to see Data#3 working as a trusted extension of McGrath's team, and we look forward to continuing to do so."

Meanwhile, the two parties are carrying out a continual service improvement process for further enhancement of the Data#3 Managed Service.

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About Data#3

Leading Australian IT services and solutions provider, Data#3 Limited (DTL), is focused on helping customers solve complex business challenges using innovative technology solutions.
Built on a foundation of over 40 years' experience, combined with world-leading vendor technologies, Data#3 delivers an integrated array of solutions spanning cloud, mobility, security, data & analytics and IT lifecycle management. These technology solutions are delivered by combining Data#3's services across consulting, project services and managed services.
Listed on the ASX in 1997, Data#3 reported revenues of $1.2 billion in the 2018 financial year and has more than 1,100 employees. Headquartered in Brisbane, it has facilities across 12 locations in Australia and Fiji.
More information about Data#3 and its solution and service offerings is available at www.data3.com.au

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