

FINAO CASE STUDY

Security & Networking Service Desk

Summary

In under twelve months, FINAO has built a managed security and network service for the Enterprise and Government market and transitioned five highly satisfied clients. Infrazone's Service Zone has been an integral part of that success and the business is growing from strength to strength.

Background

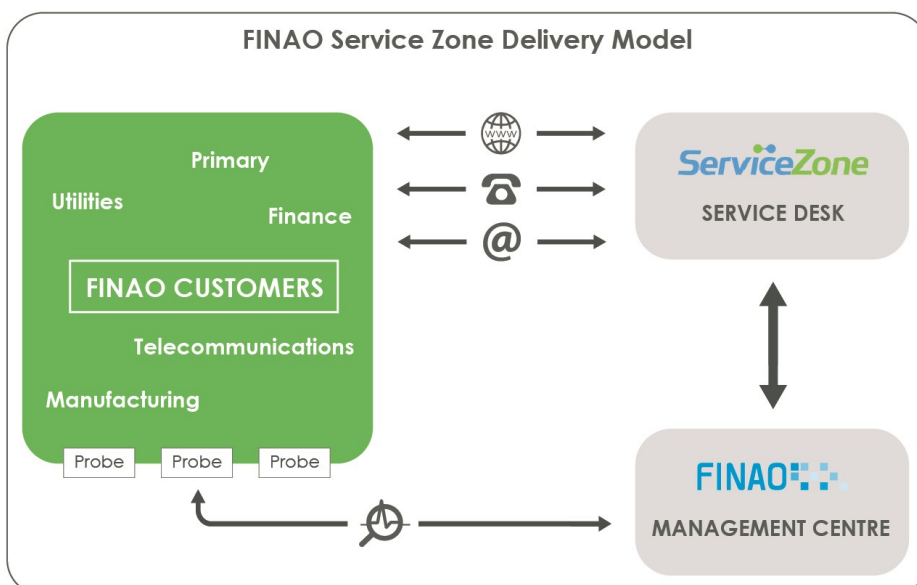
For more than ten years, FINAO has operated at the top end of the technology security consulting space in the Enterprise and Government markets across New Zealand. In 2014 FINAO made a strategic decision to move in to managed security services in response to client demand for agile, client focused managed firewall and networking services.

Business Drivers

The FINAO team recognised they had all the people, process and technology elements required to build a Management Centre. FINAO partnered with Infrazone who integrated their **Service Zone** offering with **FINAO's Management Centre** to create a complete end-to-end service.

"Partnering with Service Zone has enabled us to focus on what we do best, ensuring that our clients' security risks are managed and maximizing their uptime ..."

- Michael Mynott, Founder & Director



BENEFITS

- ✓ Improved speed to market
- ✓ Customer focused advocacy and assurance
- ✓ Specialist service management capability
- ✓ Automated logging of alerts

Speed to market

Service Zone have made it easy for FINAO to move into Managed Services by providing a professional ITIL based service offering that meets their clients' needs. This has improved speed to market by avoiding the requirement to build this competency and enabling FINAO to focus on their specialist technology areas.

White-labelled services

The FINAO Service Zone is the single point of contact for all incidents and requests. The 0800 number is answered with the FINAO brand, the self-service portal has the FINAO logo, and all email is FINAO branded.

Seamless Integration

FINAO's Management systems have been integrated with Service Zone technologies. As a result, automated alerts that reach pre-defined thresholds automatically generate incidents that are managed 24/7.

Customer Advocacy

Service Zone's Service Integration Manager joins FINAO at their clients' Service Delivery Management and Operations meetings, ensuring that client's needs are heard and met and issues escalated within the FINAO-Service Zone team if required.

Service Desk Application Design

The Service Zone application has been designed to restrict access to customers to authorized users and technicians. This approach supports client confidentiality but also ensures that it is easy for Technicians working across multiple clients to have a cross-client view of outstanding incidents and requests.

About Infrazone

Infrazone is the independent service integrator providing consulting, service desk, assurance and integration services that make it easy for Enterprise & Government to outsource to specialist service providers.

KEY FEATURES

- ✓ 24/7
- ✓ White-labeled service
- ✓ Government Approved Data Centre
- ✓ Multi-Layer Firewall

CONTACT US

Give us a call for more information about our services.

Infrazone Limited

Level 5
114 The Terrace
Wellington 6011
New Zealand

0800 ZONE 123

enquiries@infrazone.co.nz

Visit us on the web at
www.infrazone.nz




Infrazone