



Solution Case Study

Villa Maria Limited

Business transformation through innovative IT and T design and implementation.



Results

- Improved WAN Communications.
- More strategic use of IT staff to become “strategic advisors”
- Conference calling
- Call Centre queues
- Call monitoring and recording
- Increased security solution
- Centralised Citrix desktop
- Interactive Directory List
- SMS Messaging
- GSM Mobile integration
- Voice conferencing enabled over VoIP.
- 2 Factor Authentication for secure access.
- Reduced mobile communication cost
- Vodafone Talk Zone Zero plan
- BTG Helpdesk support

Background

Villa Maria Estate Ltd is one of New Zealand's premier wine producers. Villa Maria have a large head office facility in Mangere Auckland, and three satellite operations located in Hastings, Napier, and Marlborough. Villa maria operate a mixed computer environment incorporating both fat and thin client computing. Communications were provided in Mangere by an IPFX IP telephony product, and the remote sites operated different traditional PBX solutions.

Villa Maria was having some technology based issues hindering the type of business growth required.

The Problem

Villa Maria was in the midst of redesigning its IT operations to better support their business's objectives around growth and innovative service delivery to its clients.

Villa Maria were having a number of issues with their technology solutions across their wide area network, telephony, email infrastructure, security and high communications costs on a monthly basis. There was also limited scope for investment in technology due to financial constraints so BTG was going to have to fund the solutions out of existing budgets.

The staff at Villa Maria had started to lose faith in the technology that was supposed to be assisting them in their professional endeavours. A partner was required to implement a successful technology solution to achieve the business requirements set out by the Villa Maria team.

The Solution

BTG was employed initially on a consultancy basis to investigate ways that the technology solutions can be implemented successfully, as well as be funded out of future realised savings. This was successfully completed.

BTG designed and subsequently implemented a solution that realised savings from the communications and IT operational budgets immediately. These savings were used to fund the investment required in technology to achieve the results outlined in this case study.

The Value Offering

Tim Felton, the Villa Maria IT Manager remarked that the innovative approach BTG took to discovering, designing, implementing and supporting has allowed the Villa Maria IT and T team to move their focus from reactive to proactive. The technology implemented correctly has produced significant operational savings, increased productivity and enabled the business to flourish.

It's worth giving BTG a call today, to keep you going tomorrow.



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