

Case study



Triveni Infotech/MAX software solutions

NETMAX managed IT Services provide 98% uptime, and 100% on time support.

About Triveni Infotech/Max software solution

Triveni Infotech provides services in the areas of system design, development, and distribution services and specializes in database and caseload management applications for the DEEWB contracted employment industry. The software is based on a multifunctional platform with a database that not only stores individual information, but also produces live reports and has security provisions.

Triveni Infotech is a leading *SaaS [Software as a Service]* provider, having offices in Adelaide, Queensland and Melbourne, having client base of more than 60 and 1000 plus end users, across Australia.

Situation prior to NETMAX Services

In 2003, Triveni was expanding its customer base through continuous add-on functionalities and improvements in its Job network Applications, and renewing contracts with existing customer, felt a need of outsourcing the IT, System Administration, Backup and Technical Support, so they can rightly focus on their core business of Application design and development while meeting customer's requirements. Triveni's MD Mr. Chandra says "We have excellent development team, but felt the need of professional IT Support and Infrastructure management, so we can do what we actually want to do."

"Today we realize that it was our right decision to outsource it to NETMAX. As our customers grow, we grow; this brings changes in our infrastructure, technology and overall IT administration. We felt this reality when NETMAX was working with us to manage these changes. We couldn't have achieved it without this step"

NETMAX Services are cost effective

Couple of IT Service providers approached Triveni for Managed Services and Hosting Solutions. Mr. Chandra continues "We were new to Managed Services so we wanted to enter into it conservatively until we were sure of the results. Quite simply, the other agencies were asking for a high initial spend which we were not comfortable with"

"NETMAX Service on the other hand offered a low cost, enterprise-class hosting platform and centrally managed and monitoring services, tailored to our requirements with various options."

NETMAX Services made IT easy

“The process was not easy, NETMAX worked closely with us to close all the network ends and came up with phase wise migration to their world class data centre hosting platform without any downtime. Customers didn’t face any problem or downtime during this period.” Mr. Chandra continues.

NETMAX Services gave ease of access and mobility to Triveni’s customers, as they can securely access job network applications over the internet from wherever they are. They get seamless access to data, application and local devices like printers. Whatever the technology Customer’s may be adopting; they don’t have any trouble in accessing Triveni’s applications and data because it is hosted and managed by NETMAX.

Expertise and Industry Knowledge is Key

“Even before we started, NETMAX showed the confidence to handle the entire IT by accepting the challenge and proposing the Hosting service and Remote Monitoring and Management model, its benefits and how well we can keep an edge over our competitors.”

The main benefits include:

- 98% system uptime, means Happy customers
- Peace of mind through secured remote access
- Customers can up and go in minutes, fast and easy setup, no worries about equipment, server capacity and performance criteria
- 30% savings per year on Managed IT, have handful of skilled IT professionals
- Proactive maintenance keeps good health of our IT
- Increased productivity, focus on core business and not on technology

NETMAX just takes care of it and pays off

NETMAX provides technical support services to Triveni’s Customers over the phone and via email. NETMAX also takes care of Application data backup and Storage and faster restoration as and when needed by Customers. Technology upgrades like migration from Server 2003 to Server 2008 or any changes in applications from development department are easy to deploy.

In total NETMAX manages 50 devices including Servers, Networking equipment, Backup Devices and Critical Desktops of Triveni. NETMAX RMS centrally monitors and manages the IT and provides in-depth statistical reports of system uptime, availability of services and other management reporting, that provides great value to compare the performance. Mr. Chandra says “We have our own virtual Network Operation Centre and expert IT team at fraction of cost by our side...feel good about it”