



ADEPT IT Managed IT Support

Customer:

Unique Insurance Group
Williamstown, VIC,
Australia

Industry:

Insurance

Needs Expressed:

- High Level of Trust
- Scalable Server Infrastructure
- Off-Premise Server
- Management and Support of Server

Benefits Realised:

- Client partnership developed through transparency, integrity and mutual respect.
- Server design and implementation.
- Delivered Microsoft cloud server solution.
- Server IT Support and proactive maintenance.

Learn More

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Unique Insurance Group

Case Study: Server Support

As a specialist business IT support company, Adept IT offers Advanced Management services, including Server Support, to help keep business running smoothly. With over 15 years of experience managing and supporting IT infrastructure, we have a true passion for technology.

Partnering with clients, as trusted advisors, we develop solutions to fit individual needs. At Adept IT, we provide our clients with strong, reliable IT platforms and worry-free, managed environments. We pride ourselves on our excellent customer service and fast issue resolution.

Customer Story

Unique Insurance Group is a fast growing Insurance Broker based in Melbourne's South-West. As Insurance Brokers, they have specialists in both their Life Insurance Division and General Insurance Division.

There are around 15 staff members, who utilise the IT environment with confidence and ease. Use of technology is a vital tool for effective and efficient work flow, and not a source of confusion.

In 2018 Unique Insurance Group was looking for an IT support provider to design, implement and manage new server infrastructure that would provide a secure, centralised platform to work from. It was also important that the server was off-premise, to minimise their capital expense and improve agility. This would also improve scalability, which was a key requirement, due to the rapid growth plans of the business.

Something that was important to them was having a high level of trust in their IT provider. They wanted to feel comfortable with the team involved, not only with their technical abilities, but also their understanding of the business requirements.



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Unique Insurance Group Case Study: Server Support

Solution

Adept IT's Advanced Management offerings provide higher level technical services, specific to the requirements of individual businesses.



We recommended our Server Support plan to meet all of Unique Insurance Group's IT requirements in one solution. This plan is designed to manage and maintain the server infrastructure, whether a business has an on-premise or cloud based server.

Our solution included design and implementation of a new server environment for the business. We proposed a cloud solution to address Unique Insurance Group's preference for off-premise and scalable server infrastructure.

Microsoft Azure allows businesses to store their data solely in Australian data centres. Servers can also be upgraded or downgraded, dependent on business needs. We recommended a remote desktop solution, hosted on Microsoft Azure.

Implementation

Adept IT worked closely with Unique Insurance Group's Director and the CFO to define policies and requirements and establish a plan for the project.

We deployed 8 cloud based virtual servers for their server infrastructure over a weekend, so there would be no disruption to the business. The user accounts were set up and specialist, minor business applications were installed at the same time. We also applied the selected security policies to protect the environment.

The solution was tested, in conjunction with the client, for a period of a week. Adept IT worked with a third-party vendor to ensure the VPN to the insurance network was enabled and secure. As there were no problems found during the test week and the VPN was stable, the system was able to go live.





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Unique Insurance Group Case Study: Server Support

Solution in Action

As Insurance Brokers, Unique Insurance Group require strict confidentiality and a secure server environment. With Adept IT, they have trusted advisors who proactively and strategically assist with their IT needs, ensuring their infrastructure remains secure.

The performance of the servers is proactively monitored, so we are aware if more resources need to be added. We also perform regular, monthly maintenance to keep the servers running in excellent condition.

The server infrastructure solution has given the business a flexible platform, which allows them to be able to onboard new team members at short notice, which is crucial for their rapidly growing business.

Overall, the staff at Unique Insurance Group are confident that they can scale their business up or down with effective IT support to ensure things go smoothly. They were very happy with the delivery of the server implementation project and continue to be satisfied with the ongoing server management and IT support they are receiving.



"In 2018 we decided to start using servers and after a lot of research found Andrew Egan from Adept IT who we found to be very knowledgeable and very reasonably priced. We went with Adept IT due to Andrews honesty and knowledge. One year has passed and their service has been next to none. I would confidently recommend Adept IT for any IT support and solutions."

Ryan Sharma
CFO

Contact Adept IT now to book in your FREE system evaluation!