

## Case Study:

How BNG Contractor Services created an IT Paradigm Shift with PicNet.

**“PicNet has already become part of the team, delivering the revolutionary change we needed to take our business to the next level,”** says Brian Govindasamy, BNG Contractor Services’ Managing Director



Sydney based BNG Contractor Services Pty Ltd was established in 2007 to provide an efficient, cost effective solution for Contractor Management through their proprietary owned on-line Contractor Management System - BNG Conserve™.

The functionality of BNG Conserve™ was developed in close cooperation with clients and the team continues to provide enhancements. Comprehensive services are offered to both clients and the contractors, ensuring effective implementation of the system through well-structured training and telephone/web support.

BNG Contractor Services Pty Ltd, continually develops and enhances BNG Conserve™ to meet the challenging needs of clients and contractors. The business has now grown to include a comprehensive Consultancy Service, advising on all aspect of Contractor Management.

## The Challenge

In 2011 BNG Contractor Services found that their businesses grew very rapidly and requirements for enhancements to BNG Conserve™ were coming thick and fast. Keeping abreast of their own internal IT infrastructure was also becoming a challenge for BNG Contractor Services. Rapid growth coupled with a need for a more robust core IT Infrastructure, was putting strain on their resources.

BNG Contractor Services soon realised that their existing arrangements for software enhancements and IT Support were proving inadequate.

BNG Contractor Services decided that they needed a supplier who could:

- Think creatively about their IT Strategy
- Quickly get an in-depth understanding of BNG Conserve
- Make game-changing recommendations
- Be responsive

In essence, they were looking for a Paradigm Shift - a change from one way of thinking to another. BNG Contractor Services needed a revolution, a transformation, a sort of metamorphosis in their thinking about IT. It wasn't just going to happen, but it needed to be driven by agents of change.

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### The Solution

PicNet was engaged to work in partnership with BNG Contractor Services, looking initially at ongoing management and upgrade costs for both their application development platform and core IT Infrastructure. By undertaking this review, PicNet has been able to make recommendations for a new way for working. Together they have planned a Cloud Roadmap which will see the company make a paradigm shift in IT functionality, availability and reduced costs.

As well as ongoing **IT Advisory Services**, PicNet provides **Application Support and Maintenance** for BNG Conserve™, **IT Infrastructure Support** and **Cloud Services**.

BNG implemented Microsoft Exchange™ Online together with Office Pro Plus, which, because they are Cloud based, gave them immediate access to the very latest Microsoft versions, as well as the ability to access their email remotely as well as in the office.

The technologies and platforms that PicNet and BNG Contractor Services have used and deployed are:

- Microsoft Office 365™ ( Exchange Online, Microsoft Office Pro Plus)
- Microsoft Windows Azure™
- Amazon Web Services™

### The Benefits

PicNet provided Strategic IT Advisory Services to BNG which led IT Staff to be more productive with the added assurance that their IT implementations were robust and secure. The move to Cloud based services has been revolutionary for them, freeing up IT staff to work on more strategic IT projects and significantly reducing both capital expenditure and ongoing costs.

BNG Contractor Services found that PicNet’s range of technical skills in Application Development coupled with the responsiveness of their staff enabled them to make changes and enhancements to BNG Conserve™ quickly and ensure they maintained the excellent service levels to their own clients.

For example, backup is no longer a manual process each day – it all happens automatically in their Cloud datacentre which has already proven to be more reliable and a much more efficient use of resources. Data is now stored securely and the accessibility and integrity of the data is improved and have proven to be the best value solution.

By using PicNet to manage and support their IT Infrastructure, BNG Contractor Services achieved faster response times for key issues and change requirements and they were also able to free up some of their own internal staff away from routine tasks.