

**IT·engine**<sup>™</sup>  
Driving Your Business

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## **Company Profile**

2012

[www.itengine.co.nz](http://www.itengine.co.nz)

*“Our mission is to provide the best IT solutions. We believe that the best solutions are obtained by giving honest advice, showing integrity in all dealings, and by being committed to our company, our clients and our community”*



Cloud



Support



Recovery



Infrastructure

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# ABOUT IT ENGINE

## Introduction

IT Engine is a locally owned Wellington based company focussed on providing quality IT solutions for New Zealand business.

## History

Originally part of the Quay Computers retail store in Lambton Quay, Quay Corporate established itself as the corporate arm of the business back in 1997. In 2008 the then General Manager Delia Gill purchased the business. In 2012 Quay Corporate rebranded to IT Engine to complete the transition from the Quay brand.

Operating from our premises in Victoria Street, Wellington where we are ideally located to provide expert advice and prompt efficient service to clients in the Wellington region. IT Engine has long established partnership with Partners across New Zealand enabling national coverage.

## How We Do Business

Over the years, the success of our business has come from looking after our clients as we look after our staff – people are the key to great business – and because we enjoy what we do, our clients enjoy dealing with us!

*“We believe in building working partnerships – every client has unique goals and requirements, and we tailor our products and services to custom-fit each organisation. Timely, effective advice and support is the keystone of our business. Our aim is to 'get it right the first time'. Our philosophy is to deliver systems and support that meet and exceed clients' expectations of quality and value for money”.*

*Delia Gill, Managing Director*

## Areas of Expertise:

- IT consulting, support and advice
- Network design, implementation and security
- Outsourced IT support relationships
- Software licensing
- Full-service IT product reseller
- Disaster recovery planning, testing and recovery
- Mobile communications

## WHY IT ENGINE ?

**Quality First:** IT Engine's approach to designing IT solutions is the result of many years of experience. We work with respected mainstream technologies that we use ourselves and have been tested and approved by our expert technical team.

**Relationships:** Our clients are just as important to us as our staff, and we seek to form successful working relationships with each individual business that we look after. We prefer "working in partnership with" our clients as opposed to "working for them" and always welcome the opportunity for regular communication and contact with our clients.

**Team Work:** Our expert team is small enough to provide friendly, reliable service with intimate knowledge of your IT and classroom teaching requirements; yet is large enough to provide the availability you need so we can deliver on our promises. We will work alongside you to develop the best solutions that fit within your budget.

**Expertise:** Our business and people have recognised, industry accredited expertise necessary for implementing and supporting the solutions we recommend.

**Support:** We believe in offering the highest service we can to all of our clients whether it is casual support or as part of EngineCare.



**Microsoft® Partner**

Silver Desktop

Silver Midmarket Solution Provider

# SUPPORT



Support

## EngineCare – Service Level Agreements

EngineCare is a set of comprehensive maintenance/monitoring plans designed not only to suit your IT requirements but your budget as well.

Plans range from a monitoring only plan to full proactive maintenance and support. All plans are tailored to suit your needs and the needs of your business. We will maintain as many or as few systems as you require, at a frequency to fit your budget. All plans are calculated as annual investment which is then spread across twelve months, making looking after your IT much easier on the pocket.

EngineCare delivers peace of mind, allowing you to get on with your business. Monthly one page reports are provided and where maintenance has been performed full reports are completed with recommendations or issues highlighted.

To acknowledge the commitment of a client to an EngineCare, IT Engine offers these clients a competitive hourly rate for any other services that are required.

IT Engine has over 60 clients in New Zealand that have support plans, ranging from monitoring only to full 24 hour support.

Samples of the plans are available on our website and a small overview is below

- 5 days, 10 hours per day active monitoring of Server.
  - Or 7 days, 10 hours per day active monitoring of Server.
- Backup Monitoring
- Antivirus Monitoring
- Monitoring of Client specific requirements (our software can be modified to suit)
- Monthly reports on Server provided
- Assigned Engineers ( x2)
- Guaranteed Engineer response times
- Yearly review/planning session with senior Engineer (consulting time included)
- Helpdesk (unlimited phone support included in contract – up to 10 mins per call)
- 0800 number maned from 7.30 a.m. to 10.00 p.m. 5 days a week.
  - OR 0800 number maned from 7.30 a.m. to 10.00 p.m. 7 days a week.
  - OR 24/7 call out (via an 0800 number)

## CLOUD



Cloud

IT Engine started moving clients into the cloud in 2010, this was not just Exchange in the cloud this was full SQL Servers with active “in use” databases. Since 2010 IT Engine has taken on Microsoft’s Office 365 (becoming one of the first in New Zealand to install and do a case study).

No two businesses are alike and through these deployments we have been able to pick up what works and what does not. What might need a tweak and what needs to be completely re thought out. Most cases are really straight forward but there is always a business that uses a custom piece of software or has a process that needs to be addressed so that they can make full use of the technology.

Cloud technology is going to be the way forward for a lot of businesses, careful consideration and examination of processes will ensure a successful transition.

For our case studies please see our website.



# INFRASTRUCTURE



## Infrastructure

IT Engine started out as an Infrastructure business in 1997, providing computers to business's. Since then the business has developed and grown into a solution provider, based around technologies provided by Microsoft, VMware and HP (to name a few).

Every solution that we put in place has to meet the following criteria:

- Data protection - Whatever we do we ensure that our clients data is protected
- Clients budgetary constraints
- Future proofing (insuring that unnecessary investment does not need to be made down the track)
- Over all investment – That what we provides improves the network and provides ROI to the client.

Our solutions have been case studied by Microsoft, and we have been in the top three in the country, 2009 & 2011 (Small Business Partner of the Year and Online Solutions Partner of the year)

## Procurement

IT Engine sells and supports product from the following vendors (*only main vendors shown*)



IT Engine has a range of loaner equipment, from laptop, PC, printers and servers. We can also arrange for demonstration units of any new products you would like to “try before you buy”.

# RECOVERY



Recovery

## Business Continuity and Disaster recovery planning

IT Disaster recovery planning is more than ensuring you can recover your data. You need to make sure that it fits in with your business continuity planning as well. Not every risk can be completely mitigated but if risks are clearly identified and understood they can be reduced.

IT Engine specialises in writing and assessing IT Disaster Recovery plans, we make sure that there is a clearly written plan (we can write these for your business) if there are existing plans we ensure they are feasible and fit in with the company business continuity plan.

As well as planning we do full Disaster Recovery tests, making sure that what has been planned for can be actioned and data can be recovered. We have done this for a number of companies and pride ourselves on writing Disaster Recovery documentation that any IT professional can understand and action if required.

*“A well written DR plan should mean that any IT company can pick it up and recover your information”  
Delia Gill Managing Director.*

IT Engine has been called in on a number of occasions to do large scale data recovery, we have a case study available. Our record is 11 Servers which were deleted off a SAN (by an external Hardware vendor), recovery was done over period of a four days including a weekend.

# MAKE CHANGE YOUR BEST FRIEND

Moving to a new IT partner can be a critical time, and can be disruptive if not managed carefully. It's a major change to the way your business operates and many prospective clients are concerned, often they won't change because "it's just too hard."

Things we have learned from our clients:

- Just because your IT provider has been with you since the start, does not mean you have to stay with them.
- If something feels wrong, that's because it usually is.
- Audit your IT providers work – the work we have completed at our clients has been audited on many occasions, by both independent specialists and even our competitors. In all instances, IT Engine has achieved high result for quality and thoroughness of work.

Here at IT Engine, we have had many successes over the last 14 years in transitioning clients to a better way of doing things – we make it smart and we make it simple. An ordered step-by-step process means that we engage with you and the people that matter within your business, as well as others parties such as your former IT providers.

With the right information gathered we can ensure a safe, smooth, secure transition to what IT Engine does best, looking after your business.

Don't let change put you off – if we didn't change the way we do business and move with the times, we would not be in business. You too can make change your best friend.

## The IT Engine Team

### Official Registered Name:

IT Engine Limited (formally Quay Corporate Limited)

### Team Information:

IT Engine has a team of 12 people **(for full profiles please see our website)**

# CASE STUDY

## UNICEF

UNICEF is the United Nations Children Fund; they are the leading aid agency dedicated to children. By early 2012, UNICEF New Zealand, based in Wellington, had become frustrated with their ongoing IT challenges, and had daily concerns about the safety of their data systems. Being a not for profit organisation, any expenditure is carefully controlled and scrutinised to receive the best value.

### Reasons for IT Update

UNICEF's IT system essentially consisted of one work station that was being updated by an independent contractor and was being manually backed up by UNICEF employees, onto disks, a time consuming and unreliable solution. Providing additional maintenance and support resulted in daily workflow being interrupted, which was not an efficient use of staff time.

Frustrated employees were looking for change because innovative ideas were being held back by inadequacies with the existing IT. It was not flexible and was unable to change to meet the way UNICEF needed to do business.

Additionally, UNICEF required a secure IT solution. Given that the organisation held donor bank account and credit card data, it was vital that UNICEF complied with PCI standards. It was also important that UNICEF 'future proof' any expenditure on their IT. Obviously, they were also concerned about the need to ensure their capability to recover from any major disaster.

UNICEF booked an initial IT evaluation with IT Engine to clarify what they had, determine their existing IT capacity and identify what they needed to have in place moving forward. They had also really outgrown their base infrastructure which had not been designed to meet the demands of up to 40 users nationwide, who were also travelling internationally. And, the existing system was resulting in time and cost inefficiencies.

To address their concerns of security, collaboration and workflow, UNICEF initially approached IT Engine to find out if a cloud solution was the answer.

### Solutions and Benefits

'After an initial consultation with UNICEF, one of our engineers undertook a complete audit to take stock of hardware, configurations and other assessment criteria, then we developed a solution similar to that of other not for profit clients, but also customised to the unique user environment,' explains Roland Tuck of IT Engine. Due to the size of the files UNICEF deals with and their existing database, IT Engine recommended Windows Small Business Server 2011 instead of a cloud solution.

The installation has improved UNICEF's remote access and given the organisation peace of mind when it comes to security, reliability and disaster recovery. UNICEF Executive Director, Dennis McKinlay explains, 'The new system greatly improves our risk management because less work is required of Wellington based staff and there is remote access outside of Wellington that is backed up each day.' Windows Small Business Server 2011 is a seamless solution, particularly where users are working on different equipment.

Office based and remote staff can now access email and share their calendars with full collaboration, using an industry recognised package. And, the recently opened Auckland office has a platform to access and store files without having to resort to their own backup system. All employees have access worldwide to a consistent platform that they back up daily in house and can be easily recovered in the event of a disaster.

UNICEF also utilise EngineCare for around the clock support and technical assistance. IT Engine provides a complete outsourced IT team that deals directly with the employees who need assistance, which is welcome relief for UNICEF management, and eliminates the interruptions to daily workflow.

### Getting IT Engine on Board

When Yasanthi Nugawela, Database Coordinator at UNICEF, was looking for an IT provider that had experience with 'not for profit' organisations, she approached Microsoft, who then recommended IT Engine. Another company known to UNICEF was also considered.

'We knew that IT Engine was a company with a track record for good client service and client relationships, also, they had proven experience with our type of organisation. In the end we chose IT Engine because they offered the 'right match', communicated every thing really well, and also we felt like we'd already built a relationship with them before the work had even begun!' explained Yasanthi.

***'When deciding which company to use, what really stood out was that IT Engine was easy to get in touch with and always willing to help.'*** That help included IT Engine Managing Director, Delia Gill, completing an extensive review of UNICEF's PCI documentation during the proposal stage for inclusion in the final solution.

'IT Engine understood us as a charitable organisation. And, we got just what we needed from them. They were flexible when our brief had to change to incorporate iPads and when we had to move our dates around, but their promises and budget didn't change' said Sue Chisnall, UNICEF Accountant. Yasanthi adds, 'we were also impressed when Kelvin, from IT Engine, suggested TechSoup as a source for software priced for non-profits.'

***Dennis McKinlay Executive Director of UNICEF summarises by saying, 'UNICEF chose IT Engine after investigating several suppliers and we settled on them because of the size of the business, longevity in the market and referee checks. We were looking for a reliable partner with a strong track record of delivering on their promises.'***

### **The Installation & Ongoing Support**

UNICEF's new solution was operational within a month, and most of the work was done offsite.

***'Installation day was a complete anticlimax, IT Engine exceeded all our expectations, the transition was seamless and Phil Leigh, our on site support, didn't have much to do because everything went so smoothly,' says Yasanthi. 'We were really impressed when he attended a staff meeting to brief us on better security practices and how to get the most out of our new IT solution.'***

Sue added, 'We signed up for EngineCare, as we really needed that peace of mind that any problems we had, could be dealt with quickly and at an agreed cost. One of the benefits again, is savings in time as we do not have to get involved with any questions; we just log our service request and the end user deals direct with IT Engine.'

Yasanthi is excited that 'now our staff are starting to get really creative with tweaks to their individual user experience that are a breeze for IT Engine, which wouldn't have even been possible before. Also, they are not encountering frustrations with our IT system, which makes everyone happier. We can also relax as all our data is safe.'

'We definitely would not hesitate in recommending IT Engine to anyone-you can trust them to deliver what they promise. Their long serving team of people are a real asset to their organisation, and now to ours as well. We can be reassured that we have a reliable, collaborative and future proof IT solution that matches our organisation's size and goals. And plenty more time and resources to put towards what we do best.'

