

# AOTEA GROUP: ONE COMPANY, MULTIPLE SOLUTIONS, WITH BESPOKE TECHNOLOGY SOLUTIONS TO MATCH

AOTEA ELECTRICAL CASE STUDY JANUARY 2017 NEWSLETTER

## OVERVIEW

Aotea and its three trading divisions, Electrical, Security, and Communications, are a powerhouse of proactive management. When it comes to Aotea Electrical, the Board has ambitious plans for the contracting business to expand its South Island presence throughout the North Island within the next two years.

This would provide a seamless electrical maintenance service throughout New Zealand. The company's business model is unique in the sector according to Mike Daniels, General Manager based in Christchurch and Group Board member.

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*'We're not a franchise. All Aotea businesses have a commonality of shareholding so that everyone has skin in the game with a vested interest in delivering the consistent excellence that the Aotea brand stands for.'*

*'We are nimble, capable and pride ourselves on the outstanding service we give our customers. This commitment has enabled us to successfully combine our resources to deliver way beyond the capabilities of local businesses for project requirements. It also provides the springboard for growth to achieve genuine national coverage for commercial, industrial and residential electrical and security services.'*

## BUSINESS CHALLENGE

Such a rapidly growing enterprise demands an IT structure and delivery that can keep up with the pace. When Fusion Networks entered the scene as the Cloud, WAN and ICT partner for Telesmart three years ago there were 12 disparate IT systems. In partnership with Telesmart, Fusion integrated these into one seamless digital solution to serve the multiple offices of the Aotea Group. Fusion migrated Aotea from multiple on-site servers to a single IT environment hosted in the Fusion Cloud.

Telesmart partnered with Fusion to deliver the full IT solution to Aotea; Telesmart manages the phones, wireless and LAN switches, and Fusion provides the Cloud WAN and ICT helpdesk. It's a testament to the professionalism of the two companies that they can work together and Aotea management finds it hard to know where one service begins and the other ends.

## BUSINESS SOLUTIONS

Mike Daniels says once the early teething problems were sorted, Fusion has provided outstanding service. He said that Aotea offices were used to investing in their own servers and any problems they experienced were very visible. However Aotea took Fusion's advice and made the switch to the Fusion Cloud. Its multiple offices around New Zealand today all have a managed WAN solutions with connectivity managed in the Cloud, along with external connections.



Fusion hosts a Multi-Server Remote Desktop environment for all Aotea's data and e mail on Office 365. It provides full end-user support and all key business applications.

Aotea's other division Aotea Security, designs, supplies, installs and maintains integrated Access control, Intruder detection, CCTV and Fire Alarm systems for clients. Aotea Communications provides solutions to suit different applications and communication requirements for business.

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*Fusion are absolutely wonderful to work with across our three trading divisions and all our offices,” IT Committee Member Michael Johnson says. “There's a rapid response on any issues. Aotea gets straight up answers on any question.”*

### NEXT STEPS AND LESSONS LEARNED

The business challenge is to keep growing the IT structure so that it scales up to continue to meet the increasing demands of Aotea's businesses.

Next up the plan is to integrate a new accounting package into its IT structure.

### FOR MORE INFORMATION

#### The Aotea Group

To find out more about The Aotea Group please visit [www.aoteaelectric.co.nz](http://www.aoteaelectric.co.nz)

The Aotea Group is made up of individual companies, each privately owned by management shareholders working within the business and in partnership with senior shareholders. This partnership provides a common bond between the companies to smoothly act as a group.

#### Fusion Networks

To find out more about Fusion Networks, please visit [www.fusionnetworks.co.nz](http://www.fusionnetworks.co.nz)

Fusion Networks is a specialist technology integrator, helping clients on their technology journeys across a range of digital solutions. Fusion expects high performing IT systems and networks as the norm, not the exception, and works with clients to deliver proactive, flexible and cost-effective services. A kiwi-owned business, Fusion commits to bringing the right mix of intelligence to bear on problem solving, and the rapid resolution of any critical issues keeping the business running.

### SUMMARY



#### Trading Divisions:

Aotea Electric, Aotea Security, Aotea Communications

#### Sector:

Commercial, Industrial and Residential Electrical contracting, Security, and Communications work.

#### Challenges:

- Bring 12 different IT systems together into one integrated IT system, based in the Fusion Cloud.
- Deliver a digital solution to serve multiple offices and three trading divisions across New Zealand.

#### Results:

- Fusion delivers solutions to Aotea via its partner Telesmart (for whom Aotea was an existing customer). Telesmart manages the phones, wireless and LAN switches, and Fusion provides the Cloud services, WAN, and ICT help desk, including licensing for all software.

#### Future:

- The Aotea Electrical culture and systems are mirrored across all of its business, giving each company access to the largest cohesive electrical workforce in New Zealand. IT must keep pace with outstanding management and delivery of all IT needs in a seamless way.
- IT services will shortly host middle software, as Aotea identifies ways of integrating mobility lines for servicing, which is likely to increase reliance on the Cloud more.