



ICT Health Check ticks all the boxes for Angas Securities

About Angas Securities

Angas Securities (Angas) was established in 2000 and specialises in fixed interest debentures as well as commercial and residential lending.

With over \$300 million of assets and funds under management the organisation holds an Australian Financial Services (AFS) licence issued by the Australian Securities and Investments Commission (ASIC).

Angas is based in Adelaide and employs more than 30 staff. The organisation also has offices in Perth and Sydney and on the Gold Coast.

The Challenge

Angas identified that their existing ICT environment was no longer meeting their business requirements. Employees were encountering daily difficulties accessing the network and had lost confidence in the poorly performing infrastructure. This was resulting in substantial down time.

The unstable infrastructure platform was running on an outdated server operating system with unsupported hardware and applications. Angas recognised it was only a matter of time before business opportunities would be lost as a result of the network's lack of operating efficiencies.

With no dedicated in-house ICT personnel, Angas decided to seek an ICT partner that could deliver a stable, secure infrastructure environment as well as providing ICT support and advice to rectify the 'break-fix' cycle.



The Solution

locane proposed an initial ICT Health Check to audit the existing environment and identify the issues. Remedial actions were then taken to rectify the immediate problems and stabilise the ICT environment before deploying an infrastructure refresh solution built around IBM, Cisco and NetApp technologies.

The infrastructure refresh secured the network allowing locane to then implement an end-to-end Managed Service to handle the day-to-day ICT support requirements. The solution also included the deployment of locane's Disaster Recovery as a Service (DRaaS) which is based on a FlexPOD solution from Cisco and NetApp. By having onsite infrastructure and a DRaaS Cloud based solution Angas were able to achieve the added benefit of having a three-site disaster recovery solution. This solution offered added security, should a disaster occur production would move to locane's primary site with locane's secondary site becoming the new DRaaS offering.

The Benefit

The infrastructure refresh solution has resulted in a secure, stable network that has led to a substantial reduction in lost time as well as improved productivity for the organisation's staff who now have access to a faster, more reliable and consistent ICT environment.

locane's Managed Service solution has delivered Angas a 'virtual ICT team' and a fully outsourced ICT solution that meets business requirements. The day in day out support solution has reduced down time, improved operational efficiencies and saved Angas money.

An added benefit of the locane Disaster Recovery as a Service (DRaaS), coupled with the NetApp storage solution, is that it can be scaled to meet Angas' disaster requirements without major capital outflows. The three-site disaster recovery solution has also provided added security in the event of a disaster. Angas' production can move to locane's primary site with locane's secondary site becoming the new DRaaS offering.

Health Check + Refresh + Managed Service: A winning formula for Angas

Angas' out-dated, unsupported ICT environment had reached breaking point. Accessibility issues occurred daily and staff confidence in the system's operational efficiencies was wavering. Kate Dermody, Operations Manager at Angas, knew the organisation desperately needed a better solution.

Without the benefit of dedicated in-house ICT personnel, Angas needed guidance and advice from a trusted ICT provider offering technical expertise they could rely on. Following a competitive tender and an evaluation process, locane was selected to be Angas' ICT partner.

“It is incredibly satisfying to find a project partner that takes ownership of a situation and is committed to finding the right solution for their clients.”

Kate Dermody, Operations Manager
Angas Securities

“We had had a lot of trouble with our ICT environment, the poor responsiveness of the infrastructure was impacting on staff productivity. locane came to us highly recommended, which gave us confidence,” said Ms Dermody.

The project commenced with locane conducting an ICT Health Check, a detailed audit of Angas' ICT environment, which reviews the existing position of the infrastructure to determine gaps, issues, risks and opportunities. From the audit locane delivered a comprehensive report, including an issues register and recommended solutions to fix the problems.

“Our initial objective was to establish a reliable ICT partner and a reliable ICT environment. locane's ICT Health Check process allowed us to 'take stock' of our entire ICT environment and holistically assess our ICT requirements in line with our business needs. locane helped us to determine the right solutions to stabilise and support our ICT environment.”

This process paved the way for locane to implement a Managed Service to meet Angas' day-to-day ICT support needs. This ICT support arrangement reduces Angas' ICT expenditure and is available 24/7, shrinking down time and improving operational efficiencies. Based on Angas' support needs, locane's Managed Service is more cost effective than employing a dedicated in-house ICT technician.

“The Managed Service works very well for us, we have weekly onsite visits from an locane engineer and the over the phone assistance gives us confidence that help is always on hand,” said Ms Dermody.

“Our Managed Service package includes advice and direction with regards to our ICT infrastructure upgrades and expenditure. locane assist us with determining our storage and application requirements as well as guidance regarding archiving and software.

“locane has become our virtual ICT department. Anytime we have a problem Angas’ staff have immediate access to an locane engineer. They take control of the situation and promptly resolve it. No matter how big or small the issue we can always rely on locane to find the answer.”

locane is committed to best practice ICT, ensuring Angas always has an up to date, stable and secure ICT environment. Angas’ Managed Service includes six monthly reporting on performance and capacity as well as an annual ICT risk review and health check.

The audit identified that upgrades to Angas’ existing disaster recovery arrangements was required. locane deployed a Disaster Recovery as a Service (DRaaS) solution, hosted on locane’s secure off site data centre ensuring Angas has a robust disaster recovery arrangement, which is compliant with ASIC data security requirements. locane’s DRaaS can be scaled to meet Angas’ disaster requirements with the added benefit of additional security and a provision for a backup of the infrastructure to a full disaster recovery replicated site at locane’s offsite data centre.

Angas has confidence in the availability, reliability and performance of their ICT environment. The network is faster and easier to access and staff productivity has improved.

“Prior to the ICT infrastructure refresh I would receive daily complaints regarding system access and performance, now I am lucky to get two or three per week,” said Ms Dermody.

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Complementary Services

locane has extensive experience delivering on time and on budget defined, fixed price end-to-end projects. We provide business alignment, solution planning, design, deployment and integration as well as project management and support services. Examples include:

Technology infrastructure architecture and design

Storage strategies, architecture and deployment services

ERP infrastructure design and deployment architecture

Desktop SOEs, one to one programs

Wired and wireless networks

System reviews, through audits and health checks

Application development

Process and policy development

Why locane?

With more than 14-years of experience, we are one of South Australia’s largest independent ICT solutions providers. We have a reputation for delivering innovative, value for money solutions.

We offer an integrated range of services and expertise to meet the ever-changing technology needs of business.

Our approach is different. We focus on the delivery of tailored ICT solutions that add value and deliver real results to business.

Our focus is about finding the right ICT solution for each business. We offer reliable, flexible ICT systems to help our clients manage their current and future needs.

