



"CodeBlue has been fantastic in helping us put in place the technology infrastructure we needed to achieve solid gains in the productivity of our people. We're getting better quality support and better overall value from our IT spend." Michael Barnett, Chief Executive, Auckland Chamber of Commerce

#### Sleep easy, with CodeBlue

CodeBlue delivers support to the Auckland Chamber of Commerce through its Sleep Easy Gold agreement, which provides a fixed price, 'all you can eat' approach. CodeBlue proactively monitors the Chamber's critical services, managing network performance to minimise disruption to its business. With 24x7 support built into the agreement, both the Chamber's internal needs and its team's international travel are covered. Chamber staff can now call the CodeBlue service desk for the prompt resolution of any IT problems. The service desk can restore lost files immediately and provide support for the Chamber's bespoke and mission critical applications.



## CodeBlue helps Auckland Chamber of Commerce keep costs down and productivity up

Being more productive and saving money on IT is even more crucial in the current economic climate. After upgrading to 24x7 support and rolling out a disaster recovery plan with the help of CodeBlue, the Auckland Chamber of Commerce has radically improved its IT support and security.

The Auckland Chamber of Commerce had been relying on a single contractor to provide its IT support. "I wouldn't describe it as best practice," says Daniel Manford, the Auckland Chamber of Commerce's ICT manager.

"As we grew our organisation we felt we could get better value for money, drive productivity and get more out of our IT spend."

Today the Chamber is reaping the rewards of its ongoing investment in technology with the support of infrastructure services provider CodeBlue.

Since CodeBlue came onboard as a strategic IT partner, it has undertaken a review of the Chamber's infrastructure, put into action a comprehensive plan to improve overall network performance, implemented a new server environment and applied best practice across its network.

Installing the new servers took place in mid-2008, and at the beginning of this year the Chamber rolled out CodeBlue's disaster recovery plan and data backup service. They also implemented a state of the art secure content management system from Trend Micro. As a result, the Chamber is reaping a number of business benefits, the most significant being increased productivity as well as other savings.

"It also means less downtime and 24x7 support that's more strategic and less reactive," says Manford.

#### Protecting its heritage

With a 150-year history, the Auckland Chamber of Commerce is one of New Zealand's most respected business organisations. It has around 6000 members in the greater Auckland area and provides a platform to help them to succeed. Organisations join to grow their business through networking and promotional opportunities, to mitigate risk by becoming better informed about compliance, find and develop skills and to save money. ▶

Customer profile:  
**Auckland Chamber of Commerce**

Founded over 150 years ago, the Auckland Chamber of Commerce is one of New Zealand's oldest and largest business organisations. It has approximately 6000 members in the greater Auckland area, forming part of a network of 30 other Chambers of Commerce around the country with over 22,000 members. It's a not-for-profit organisation that exists to help its members succeed. Members are able to grow with networking and promotional opportunities, remove risk from their businesses by being better informed about compliance, get help to find and develop skills with training and recruitment services and save money via the network's various savings platforms.

**Key IT suppliers:**

CodeBlue (IT services), HP (hardware), Microsoft, IT Vital (procurement), Trend Micro (secure content management), Savio Solutions (Pivotal CRM), Intergen (Navision support), SMX (mail scrubbing).

**Number of screens:** 80

The Chamber sought a specialist IT organisation that embraces best practice and provides 24x7 support. CodeBlue was recommended by other strategic partners. "The company needed to be affordable as well as reliable," says Manford, "and CodeBlue ticked all our boxes."

Chamber staff travelling overseas require remote access to email and mission critical data; often in difficult and challenging environments. Its mobile sales force needs remote systems access to meet a target of contacting around 200 potential new members each month.

Prior to engaging CodeBlue, the Chamber lost productivity and revenue through systems downtime. "I'd been under pressure to keep things up and running," says Manford. "But it was more reactive than strategic. Those problems went away when CodeBlue arrived on the scene. I can sleep better at night knowing there are people I can call 24x7 to solve my problems."

**Mission critical data access**

A further threat to the Chamber was its lack of a disaster recovery plan; it was at risk of losing vital data. "The whole team needs to be working off the same version of our database of Chamber members," says Manford. "Our database is mission critical – it's the beating heart of our organisation."

CodeBlue consulted the Chamber, talked through the risks and recommended an implementation strategy. Today Manford has someone he can rely on for support.

"You expect things to go wrong but, when they do, we know we have someone who's calm under pressure and who can work through a process to get it fixed as soon as possible and to stop similar things occurring in the future," says Manford. "When members ask me about IT systems I tell them about CodeBlue."

CodeBlue has also helped the Chamber install an IT training room, providing IT training facilities for staff and members.

**"The company needed to be affordable as well as reliable – and CodeBlue ticked all our boxes."**

Daniel Manford, ICT manager, Auckland Chamber of Commerce

**The business challenge:**

- // Business demand for best practice IT services
- // Supply specialised IT support for mission critical applications
- // Remove productivity and revenue lost through systems downtime
- // Improve network performance
- // Substantially upgrade IT support to provide 24x7 cover
- // Reduce risk of data loss through theft, fire or natural disaster

**The CodeBlue solution:**

- // Less systems downtime, more stable platforms
- // Improved system security
- // Implementation of comprehensive disaster recovery plan with data backup
- // Improved productivity
- // Proactive IT consultation

**Return on investment:**

- // Long-term cost savings through increased productivity

