

Five companies, three key functions, one solution

- How could Xenith IP create efficiencies in the key functions all five companies shared, while at the same time ensuring the data and clients for each company remained separate?
- The first focus was on creating an active directory environment for the new business. After that came Office 365 implementation, providing Xenith IP with email and access to SaaS products.
- Email downtime has reduced significantly and employees have access to always up-to-date technology. Some team members work remotely and have the latest version of Office, using Teams and Skype.savings.



Insync's Technology's experience in Office 365, combined with their policy of always being honest with the client, has enabled them to supply Xenith IP Group Ltd with a unique solution to a very unique problem.

OBJECTIVE:

Integration and Separation

As a parent company with four subsidiaries, Intellectual Property (IP) services provider Xenith IP Group Ltd faced a very unique technology problem.

The four companies that make up Xenith IP – Griffith Hack, Shelston IP, Watermark and Glasshouse Advisory – all operate individually. However, they are all owned by Xenith IP.

So, how could Xenith IP create efficiencies in terms of the key functions – HR, IT, executive and finance – that all five companies shared, while at the same time ensuring the data and clients for each company remained separate?

Another complicating factor was that the subsidiary companies sometimes worked on the same projects. They needed to be able to communicate with each other – and with the parent company – without comprising security.

“

Insync spent time workshopping, going through our requirements. They understood what we were after and placed their services competitively and fairly, which we've found is really rare in a vendor.

”

Kris Mason, Xenith IP
IT Manager

SOLUTION:

Insync and Microsoft Office 365 implementation

Subsidiary Griffith Hack had worked with Insync Technology for several years, so Xenith knew Insync to be credible and trustworthy. However, when searching for an IT partner, Xenith considered alternatives by IT Manager Kris Mason. *"One of the businesses promised the world, then stopped contacting us. A second came back with a high quote, but completely missed our requirements. But Insync spent time workshopping, going through our requirements. They understood what we were after and placed their services competitively and fairly, which we've found is really rare in a vendor."*

Insync undertook a design stage with Xenith and then workshopped and designed the solution.

"There was a lot of detail and documentation," says Kris Mason. *"But Insync didn't just send it to us; they took the time to explain the design and helped us form requirements."*

The first focus was to create an active directory environment for the new business (Xenith). After that came Office 365 implementation, to provide Xenith IP with email and access to SaaS products.

This gave the executive teams for each company access to each other's contact

information, a shared address book, and the ability to schedule meetings across the Xenith IP group, something that the groups had never had before.

Most of the companies kept data on-premise, so were moved on to the cloud.

All up the project took 12 months – two months of discovery and design work, one month for the proposal, and then nine months for the work itself, with Insync building the core infrastructure and delivering the project in incremental stages. For example, migration to Microsoft Office 365 was completed one company at a time.

"Migrations were smooth, there was no downtime and very few issues," says Kris Mason. *"Most users didn't know they'd been moved."*

Kris Mason was also impressed with the way Insync Technology worked with his internal IT team. *"They spent time with our team running through all the possibilities. Across the way, different levels of my team – from helpdesk to systems engineers – got to understand different components of the project. This is really important because you don't want to alienate your team – you want them to be part of this process and contributing to the success of it."*

“ Migrations were smooth, there was no downtime and very few issues. Most users didn't know they'd been moved.

Kris Mason, Xenith IP
IT Manager



OUTCOME AND BENEFITS

Xenith's technology is now aligned with its business structure, with IT shared across five companies and deployed across eight offices.

Technology aligned with business infrastructure

"We wouldn't be able to manage something as simple as the CEO sending an email to all staff, or an EA organising a meeting with all the execs from the companies without this system," says Kris Mason. "We've taken the complexity out of our environment."

Always on and available

Email downtime has reduced significantly and employees have access to always up-to-date technology. *"Some of our team work remotely and they have the latest version of Office, using Teams and Skype," says Kris Mason. "One business was using Office 2007. We moved to Office 2016 – four versions up."*

An IT team that works

"Our IT is a shared service across all the entities. Without this project we would still be operating across 5 separate environments. Now we operate across one making our work more streamlined, efficient and less time-consuming," says Kris Mason.

Future planning

Not only are Xenith more agile as a business, but they're also better set up for future acquisitions now that their infrastructure process is bolted down.

Expanding opportunities

Another benefit is that Xenith's IT division make their own software. Now the business has been digitally transformed, they can focus on generating other revenue.

“

Insync spent time with our team running through all the possibilities. Across the way, different levels of my team – from helpdesk to systems engineers – got to understand different components of the project. This is really important because you don't want to alienate your team – you want them to be part of this process and contributing to the success of it.

”

Kris Mason, Xenith IP
IT Manager

Plans for the future

Right now, the focus is on telephony, with Skype for Business being rolled out.

Words of Advice

"If you are running on premise exchange you should move to Microsoft Office 365," says Kris Mason. "It's a no brainer. It removes so much complexity from your environment and enables email to work so you can be always on."

"With Insync, it's very cut and dry. There's no sales push – there's no carry-on – you know what you are getting from them. They are a complimentary extension of our IT team and your Microsoft partner."



Contact Us

HQ: L2 76 Skyring Terrace, Newstead, QLD

1300 652 207, 07 3040 3699

info@insynctechology.com.au