



The Specialist

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## Case Study: H Polesy & Co

From its humble beginnings as a supplier of packaging materials in 1950, H Polesy & Co is now a third-generation, Australian-owned business that has ISO accreditation registered across the Asia Pacific region.



Having successfully expanded and diversified its products over the years, H Polesy & Co is now one of the leaders in four distinct product divisions: Carpet Backing; Commercial Textiles; Industrial Textiles and Packaging.

These products are supplied to all levels of government and numerous industries in Australia and New Zealand, from operational sites located in Sydney, Melbourne, Brisbane and Perth.

### Challenges



The server in H Polesy & Co's Sydney office was reaching capacity and was no longer able to reliably service the users and applications for which it was commissioned. At the

time, the company's IT provider was not able to quickly respond to outages and service requests and lacked the capabilities to get the server operational for any extended period of time.

The result was regular outages which directly impacted on the company's productivity, with employees across the organisation lacking reliable and timely access to critical business applications and necessitating key resources such as Financial Controller, Neil Moreton, to perform non-core business activities such as responding to IT service requests.

### Solution

Acting on the recommendation by their accounting and ERP application provider, H Polesy & Co approached The Specialist to find out how their issues may be addressed. The Specialist managing director, Clive Flax, consulted with Moreton to gather H Polesy & Co's requirements and was shortly able to provide a list of recommendations.

Where their previous IT provider had failed, The Specialist was able to provide *immediate* relief by making the server operational whilst the replacement system was arranged and implemented no more than a week and half after their initial visit.

HP Polesy & Co now have three HP Proliant DL300 series servers that are running Microsoft Small Business Server, Terminal Server and SQL for their business applications. The Specialist performs proactive

maintenance on the servers every two months to keep the servers in check and also provides a very flexible support agreement that allows H Polesy & Co to purchase support hours which are used up as staff members log support calls.

### Outcomes

H Polesy & Co now enjoys a secure, high-performance and reliable server infrastructure that provides central access to critical business applications and resources to their employees across Australia. When asked about the company's experience in dealing with The Specialist, Moreton remarks,

*"We have not had a single negative experience with The Specialist."*

IT support requests are no longer directed to the financial controller and The Specialist is now the central point of contact for all things IT-related including supply of IT hardware and software.

The knowledgeable, friendly and efficient manner in which The Specialist operates allows any one of its engineers to answer questions related to H Polesy & Co's systems, instilling a quiet confidence that allows employees to concentrate on the core business activities that has led H Polesy & Co to the success that made them a leader in their industry.

Without hesitation, Moreton further comments,

*"I'm quite happy to recommend them to anyone because I know the absolute joy I have with my system – whereas I did not have one before"*.

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