

Case Study: Institute of Actuaries of Australia

The Institute of Actuaries of Australia (Institute) is a non-profit organisation that represents the interests of its members within Government, the business community and the general public. Members benefit from the Institute's activities and publications whose purposes are to foster growth within the profession, maintain and review professional standards and provide opportunities for actuaries the world over to interact both professionally and socially.



Challenges

Members of the Institute are typically employed by large organisations such as financial institutions and insurance companies that have tremendous amounts of IT

resources at their disposal. In dealing with a professional body such as the Institute of Actuaries of Australia, members have a tendency to expect similar facilities and the same level of service. so grants the Institute a cost-effective way of benefitting from The Specialist's expert engineers and industry partners and associations within a short period of time if required. All IT support requests are initially directed to

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Julian Bucknell, Manager, Information and Technology

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the internal IT team and any issues that need to be escalated are managed by The Specialist, whose engineers are committed to responding within four hours.

With the assistance of external providers for second and higher-level IT support, Julian Bucknell, Manager, Information and Technology, has been able to provide excellent IT services to users and members alike for several years. However, some time ago, the Institute was faced with a situation concerning its Internet and IT service provider. The company had decided to focus on the Internet Service Provision portion of their business, leaving a gap in the Institute's IT support needs.

Outcomes

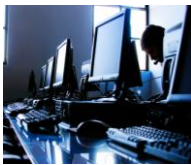
The arrangement has been working very well for the Institute. Bucknell is particularly pleased with The Specialist's work and professionalism, remarking that during the nine years that he has been with the Institute,

"they're certainly the best technical support group that I've had...They're very knowledgeable about what they're doing, personable. They're very professional in their approach."

Replacement candidates for this disparity must at the very least be able to offer timely and expert assistance on the Institute's existing systems, as well as have the ability to advise on new IT developments as may be applicable to the Institute's future requirements.

With 24 staff members, the Institute essentially operates as a small business and Bucknell is challenged to keep up to date with new developments and to implement them within budget. The Specialist has assisted the Institute on numerous advanced technical support cases as well as a range of projects including but not limited to: server virtualisation, IP telephony system; terminal services with a standard operating environment and remote access to the office using Virtual Private Networks. Bucknell observes that,

Solution



Following a review of the situation, the Institute went to market and considered a list of providers, including The Specialist, a company that was recommended by their current provider. The result of the evaluation was The Specialist becoming the Institute's IT support provider of choice.

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The Institute now subscribes to The Specialist's Committed Response and Support Block services. Doing