

Case Study: How Track Right supports a multi-site business

AstralPool leads the industry with sophisticated design technology

AstralPool is Australia's largest manufacturer of commercial and residential swimming pools and spas, and hydronic central heating systems. Part of the Fluidra multinational group, AstralPool Australia has eight sites across Victoria, NSW, Queensland, South Australia and Western Australia, including two manufacturing plants. They have a team of 200, which has grown from 3 people when the business first started in Australia in 1990. Their industry-leading products are designed in-house on sophisticated 3D modelling and computer aided design systems, which enables them to tailor their products to customers' specific requests. Their technology capabilities are critical to the company's success, which is why AstralPool's Managing Director, Peter Wallace recognised that it needed to be protected and supported.

Technology was managed in staff's spare time, resulting in preventable issues and production delays

AstralPool were aware that their design systems and applications were the source of their competitive advantage and they were concerned that the company's IT was being handled ad hoc by office staff in their 'spare time' which was risky. In the absence of dedicated IT management, technology problems occurred causing down-time in AstralPool's production plants – an expensive and frustrating event they had encountered too many times. And of the staff who knew about IT, none had the requisite knowledge and experience to adequately manage all of AstralPool's existing technology needs, let alone the changing requirements as the company grew.

AstralPool's commitment to providing quality and reliability to their customers was paramount, and the company realised that they needed to make the same commitment to their own technology.

Prevention is better than a cure: Track Right offered proactive, automated IT management

AstralPool's MD, Peter Wallace knew of Track Right's commitment to quality IT management and was impressed with Track Right's approach to client support. In particular, their proactive managing, monitoring and reporting on key IT infrastructure stood out as a valuable method for avoiding production down-time. Another fundamental difference that set Track Right apart was their pricing and charging model.

Unlike other IT support companies that AstralPool had researched, Track Right didn't lock their clients in with expensive and restrictive contracts. Instead, they offer a fixed price per month service, which means that AstralPool would retain control at all times. And because Track Right believes that prevention is better than a cure, their focus is on maintaining optimal IT integrity - not profiteering from systems failures.

Track Right implemented integrated IT support, saving AstralPool \$100,000 per year

Track Right was able to implement an integrated support service, which includes complete management of the IT environment, systems protection (virus and attack defense) and business continuance (customised back-up regime for each site). Track Right's expertise and knowledge of their business was invaluable in helping AstralPool decide when and how best to upgrade their IT environment to facilitate their growth. Track Right designed and successfully implemented the complete IT upgrade across all sites.

By their own calculations, AstralPool saves between \$80,000 and \$120,000 per annum in staff expenses and lost productivity by using Track Right. As AstralPool has grown the business and their capability – they now export to 30 countries – Track Right has continued to be their trusted IT support partner.

'We have been pleased to refer Track Right to our customers,' says Peter Wallace.

'We would also highly recommend Track Right to all types of businesses – except our competitors!'

Track Right has been providing excellent IT support since 1997. Talk to us today about how we can support your business.

Case study highlights:

- AstralPool is the industry leader in pools, spas and hydronic central heating, with eight sites including manufacturing plants across Australia.
- AstralPool's sophisticated computer design applications are critical to the company's competitive advantage.
- Technology was managed in-house on an ad hoc basis, putting the business productivity at risk.
- Track Right implemented full service IT support to maintain optimal IT integrity.
- Track Right saves AstralPool around \$100,000 per annum and provides peace of mind.