

CASE STUDY: TQUILA ANZ AND BETTER ONLINE

	COMPANY Tquila ANZ
	INDUSTRY Salesforce Consulting
	LOCATION Australia

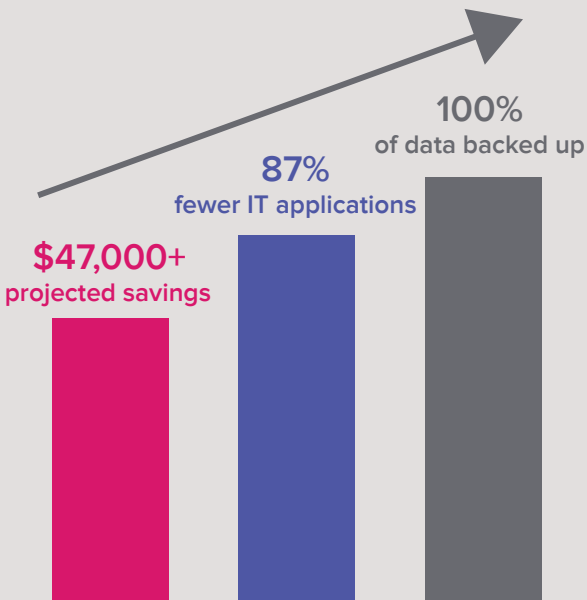
“ We’ve been able to become a market leader in Australia thanks to our commitment to quality and innovation. Now, working with Better Online, we have the platform we need to support our next phase of growth. ”
 - Jo Masters, CEO, Tquila ANZ

The Case

As a young company, Tquila ANZ - a Platinum Salesforce Implementation Partner - experienced the kind of growth most start-ups dream of, growing to 71 employees from its founding in 2013. Although this rapid growth is admirable, it created critical challenges for the company. In the absence of centralised IT management or systems, employees brought in and managed their own devices, resulting in ad-hoc software provisioning and siloed data storage. This drove frustration among the team, increased costs due to unintentionally duplicated efforts, and widened security management efforts.

By 2018, Tquila ANZ’s leadership team felt they had grown to a point where they needed greater control over issues of data management and IT security. “Our data was spread across different platforms, under different owners. We were lacking visibility into what we were doing from an IT perspective - let alone ways to report on how productive we were being or how protected we were from security threats,” explains Jo Masters, Tquila ANZ’s CEO. After growing increasingly dissatisfied with their existing setup, Tquila ANZ partnered with Better Online to streamline its IT operations leveraging the Microsoft 365 Business solution.

The Results



- Tquila ANZ is projected to save at least **\$47,000** over the next three years (based on the company’s anticipated growth), while at the same time increasing access to needed features.
- Reducing the number of IT applications in use from **8 to 1** has freed up an average of **two days’ worth of time** per month that was formerly spent on help desk requests and program administration.
- **100%** of Tquila ANZ’s data is now backed up, thanks to Better.Online’s enhanced data protection solution, which provides unlimited back-up, easy setup and one-click data restores.

The Solution

Tquila ANZ took advantage of Better.Online's free end-to-end data migration and setup option to transfer over 1TB of data - including email data, shared mailboxes, distribution lists, aliases, meeting rooms, resources, contacts, calendars and tasks - to the Microsoft 365 Business solution.

Tquila ANZ's subscription includes email, audio and video conferencing, Windows 10, Office 365 software and file storage for all employees, as well as BYO device management, data backups and company-wide data security features for the organisation. The team has also benefited from:

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We couldn't believe how easy the transfer process was. We'd put off choosing a new IT vendor for so long, because we were concerned on how much work would be involved or how much downtime would be required. Better.Online really made the process hands-free and painless for us.

- Jo Masters, CEO, Tquila ANZ

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1

Better.Online's "single pane of glass" control panel, which offers a central dashboard from which all plan services can be accessed and managed.

2

Smoother, more secure onboarding options for new employees (as well as safe removal tools for managing terminated workers). Tquila ANZ can now provision software and send activation emails by simply ticking boxes from their central dashboard. The devices of terminated employees can be wiped remotely from the dashboard as well.

3

Advanced auditing features, which are helping to keep the team safe from phishing attempts and social engineering attacks - especially when combined with the system's ability to force password resets and enable two-factor authentication.

Bottom Line: Tquila ANZ is now able to streamline their IT operations, while also reducing costs and increasing data security. "We would absolutely recommend Better.Online to others," says Jo Masters. "They were responsive throughout the process and comprehensive in their efforts. They are experts in their field, yet their prices are still affordable. We are definitely getting great value with Better.Online."

About Tquila ANZ

Driven by a culture of innovation and technology excellence, Tquila ANZ designs, builds and manages solutions on the Salesforce platform to support customers' business needs, maximise their technology investment and help them grow their businesses profitably. A member of the Tquila International family, Tquila ANZ is headquartered in Sydney with presence in Brisbane and Melbourne.

For more information on Better.Online's subscription offerings - which start at just \$7.59 AUD per month, per user - visit www.better.online.



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