



## Unified communications system offers cost-effective mobility

### THE CLIENT

Argosy Property Limited

### INDUSTRY

Property

### THE BUSINESS NEED

Argosy Property Limited changed from an externally managed entity in 2011, with IT systems and processes controlled by the external manager (a subsidiary of ANZ), to an internally managed entity with an immediate requirement for a standalone, flexible IT solution to support the new structure.

### THE CHALLENGE

Softsource was tasked with delivering a fully integrated, unified IT and communications solution within 10 weeks, during which time Argosy's new premises were under construction. A number of rigorous financial security requirements and protocols had to be adhered to in the transition from legacy systems to the new solution.

### THE SOLUTION

- Access to Unified Communications through Microsoft Lync, as well as other key Microsoft technologies including Exchange 2010, Remote Desktop Services and Branch Office Cache Services
- Access to a secure, certified datacentre IAAS environment
- Multi-location and offsite access for staff
- Increased availability, communication & collaboration between staff members
- A fully integrated solution offering 24x7 support
- Instant disaster recovery for the core infrastructure & network services
- A fixed, 'value for money' monthly fee

### BUSINESS BENEFITS

- Fixed monthly fees ensures a predictable cost of IT Services
- No large capital outlay that would have been required to build and staff an internal IT Infrastructure
- Improved efficiency and responsiveness to customers
- Increased availability, communication and collaboration between staff members
- Ensured availability and continuity of services



### Argosy Property Ltd

#### New business demands fresh technology

Argosy Property Limited is the most diversified property company listed on the New Zealand Stock Exchange, with a \$925 million portfolio of 69 properties and 250 tenants across the retail, commercial and industrial sectors. Argosy changed from an externally managed entity (managed by a subsidiary of ANZ) to an internally managed entity in 2011.

To support this change in strategic direction, Argosy had to transform their Information Technology requirements. They needed 24x7 support services without the cost of establishing a complex onsite IT infrastructure. They also required a flexible, dynamic and mobile system that delivers a high degree of layered security.

Through an RFP process, Argosy sought an IT partner to provide a solution that offered value for money, while having the ability to meet both the current and future growth and development needs of the company.

## Cost-effective innovation delivered

Argosy's parent company ANZ had successfully partnered with Softsource in the past and was confident that Softsource understood the unique business requirements. Argosy knew Softsource would use this insight to identify the most effective ways to maximise business efficiencies, through technology, for the company and its customers.

Drawing on proven experience with emerging technologies, Softsource proposed a full end-to-end solution using Microsoft Lync. This solution offered Argosy the full benefits of the complete Microsoft Communications stack including the ability to access and utilise a range of services, such as instant messaging, voicemail, a presence from any desk or mobile, and video conferencing.

To deliver the solution, the Softsource team worked closely with ANZ's in-house IT teams to securely transfer Argosy's data out of ANZ and in to the new system. It was critical, due to the confidential nature of the financial data, that the numerous security layers were protected and rigorous protocols adhered to.

Softsource architected and tested the infrastructure services and systems over a 10-week period to ensure the solution was fully functional from the first official day of Argosy's operations at its new location; this was achieved on time and within budget.

Softsource also provided training to Argosy staff, to ensure that they were confident using the new system.

### SOFTSOURCE

*"The Microsoft Lync solution has allowed Argosy staff to completely shift their mindset around how they use the full stack of services and capabilities. Lync's flexibility and user-friendly properties mean staff can be highly responsive, as the system responds so quickly to their needs."*

*"The outsourcing model we have in place also ensures Argosy has access to cloud services and infrastructure, with all the associated benefits, without high, unfixed costs. It shouldn't be overly complex and expensive for businesses to access this technology."*

John Harrop, Softsource Director

### ARGOSY

*"Softsource took the time to really understand our specific requirements, resulting in a value-for-money solution without compromising on quality or functionality. They helped us identify a solution that would work best for our business, both now and in the future. The team certainly went beyond the call of duty to deliver the solution to us in some challenging conditions as a result of delays in the building fit-out."*

David Fraser, Argosy Chief Financial Officer

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