



CASE STUDY

e-Volve Corporate Technology

Best
TECHNOLOGY SERVICES



e-Volve Corporate Technology provides IT procurement, asset management and price benchmarking marketplace services for its clients' transactions in Australia, New Zealand, Singapore, Hong Kong, China and some European countries.

What

e-Volve needed a strong partner with nationwide resources to complement its offering on a services project with a hardware rollout component. With the support of Best, e-Volve was awarded the contract to migrate approximately 500 users from Windows 7 to Windows 10 for Aware Super (formerly First State Super). For some sites, e-Volve needed deployment outside normal business hours and over weekends to minimise business disruption as well as onsite support for users on each business day following the migration.

How

e-Volve called on Best because it recognised that the project required specialist support and knew that its reliable team was up to the job.

e-Volve set up guidelines, roles and responsibilities for the integration and then delivered the equipment to the respective locations. Best engineers then attended onsite to complete the device upgrade or swap and to support users during the initial transition phase. Best also provided an engineer at each Aware Super location to hand over the machine, walk the migrated users through the changes and provide any other required assistance.

In the Sydney location, Best provided two engineers who were engaged five days a week for six months. For regional and interstate locations, multiple engineers were involved for three months, working across a number of sites, including Wollongong, Perth, Forest Hill, Geelong, Canberra, Melbourne CBD, Port Macquarie and Gympie.

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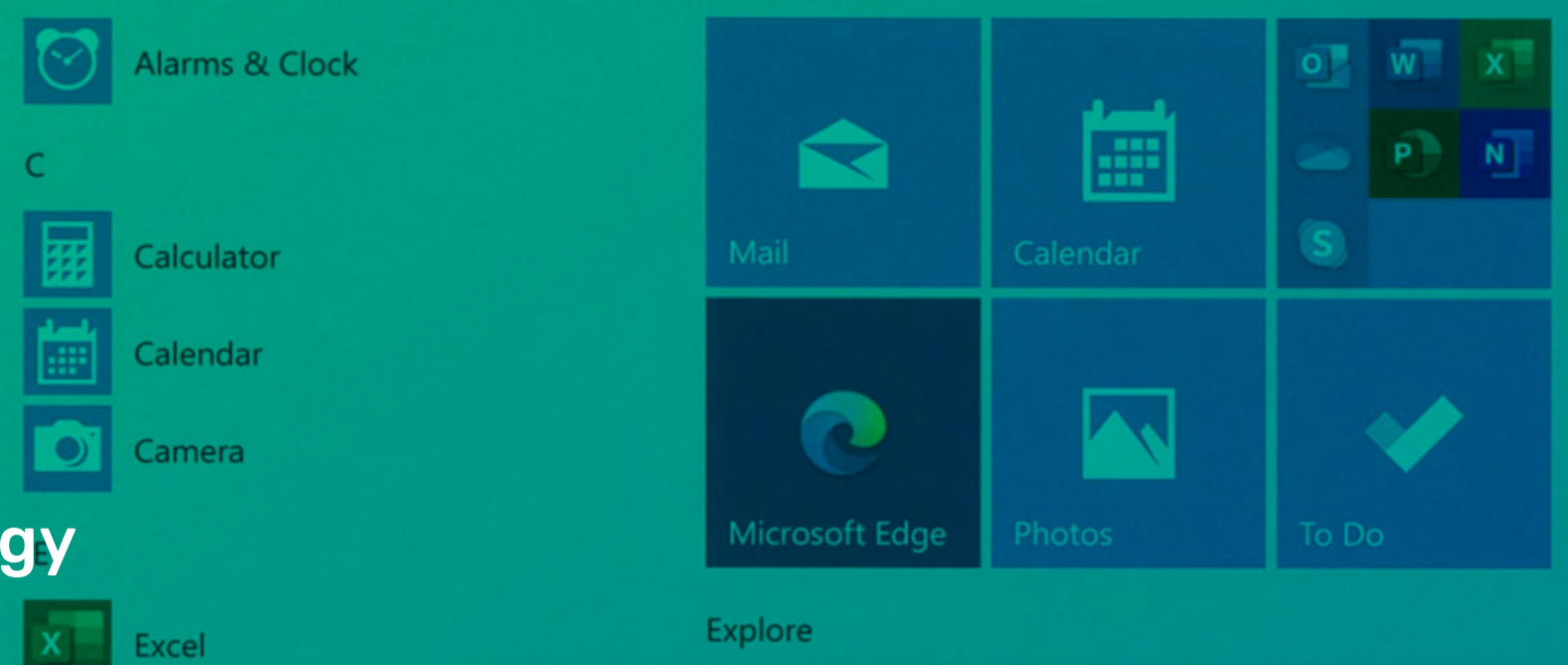
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Result



Aware Super's migration from Windows 7 to 10 ran smoothly and Best's onsite staff were very well received. Martina Simpson, Interim GM & Key Account Director, e-Volve Corporate Technology, says the success of the project came down to having the right individuals working on it, both from her team and from Best's.

"We wouldn't have been able to do the project without the partnership with Best. We don't have resources like engineers in-house," she explains. "We leverage Best almost primarily for that type of expertise."

Access to Best's resources across Australia was essential for the project as it allowed e-Volve to effectively service the nationwide client. Having a staff member onsite full time to provide support following the migration was another a big plus for the project as it provided an extra level of support for the client.

Martina says knowing she could rely on Best to "just get the job done" gave her a lot of comfort. "I would absolutely recommend Best," she says. "They're easy to work with, reliable and the staff they provide onsite are always very well received."

e-Volve has since engaged Best to work on the following additional projects with Aware Super:

- Backfilling of Service Desk employees across Sydney and Melbourne.
- QA testing of new desk technology and ongoing support.
- Windows 10 SOE migration across 300 laptops and two offices in Melbourne.
- Delivery and collection of imaged laptops to users working at home due to COVID-19.

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