



## Case Study: Australian Lift Components



Operating since 1974, Australian Lift Components (ALC) enjoys the enviable position of being the largest provider of high quality elevator fixtures for elevator companies nationwide, as well as penetrating overseas markets in New Zealand, Papua New Guinea, Malaysia and China. Their team designs and manufactures a comprehensive range of superior quality products and services and is backed by the global resources of UK parent company, Dewhurst plc.

### Scenario

Australian Lift Components is an experienced consumer of smart information technology in the workplace. The Minto office network, complete with its full gamut of servers (file/print, mail, database and ERP) is securely connected to three offices in the United Kingdom using virtual private network (VPN) connections. The infrastructure is used regularly by staff members to securely access network resources from client sites and remote locations.

### Outcomes

The implementation was performed by The Specialist seamlessly, co-ordinating with Cutler so that only three minutes of downtime were experienced by users during the upgrade.

The work allows ALC staff members to retain all of the functionality and network access methods that they have enjoyed previously, with the confidence that the solution will be backed by its manufacturer, Cisco, for many years. When asked about the additional functionality that

*"I have been extremely impressed with The Specialist's professionalism and expertise in providing us with the knowledge and support that we require in order to upgrade to the latest technology."*

Scott Cutler, Australian Lift Components IT Manager

Whilst the setup has been operating successfully for a number of years, the support for the Cisco firewall used to terminate the VPNs at Australian Lift Components has reached end of life. Additionally, staff members are seeking more flexible methods of securely accessing corporate information when outside of the office.

### Solution

Following consultation with The Specialist, ALC IT Manager, Scott Cutler, was made aware of how the new Cisco firewall can enable their employees to access network resources through their iPhones. The new firewall capabilities are in addition to whatever functions were being utilised by ALC at the time.

The Specialist was hence commissioned to replace the existing firewall with a Cisco ASA 5505 (pictured above). The model is part of Cisco's latest range of security products and with the purchase of Cisco's SmartNet Service, grants Australian Lift Services access to award-winning technical support for years to come.

allowed staff to access the office network from their iPhones, Cutler remarks that aside from the limitations inherent to the size of the portable device, "...you can basically do everything on the iPhone that you can do in the office". This includes having the ability to run Australian Lift Components' ERP application from the mobile device.

The solution provides flexibility to staff members who are able to go out in the field and look things up quickly from a device in their pocket, without needing to take out the laptop.



Cutler articulates his experience with The Specialist: *"I have been extremely impressed with The Specialist's professionalism and expertise in providing us with the knowledge and support that we require in order to upgrade to the latest technology."*