



Case Study: Portland Group



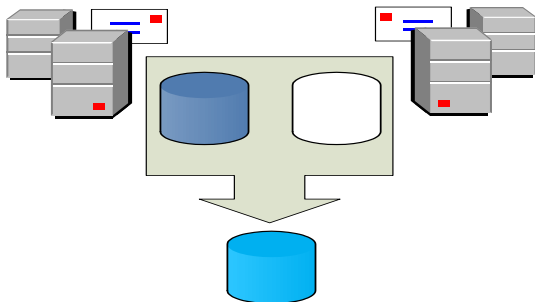
Portland Group is a leading provider of supply chain and procurement services to numerous regional and global clients throughout the Asia-Pacific region. The company generates significant returns on their clients' investment by delivering flexible, innovative and tailored services, solutions and systems that result in increased efficiency, step changes in profitability and improved working capital performance. The team is comprised of highly-experienced individuals whose specialties allow Portland Group to be represented across an impressive diversity of sectors including agribusiness, airlines, construction, defence, financial services, healthcare, information technology, manufacturing, mining, retail, telecommunications, wholesale distribution and utilities.

Challenges

Following Portland Group's acquisition of Cyberlynx, the pressure was on to finalise the consolidation which, among other activities, involved the closure of one of the extraneous Sydney offices. Portland Group's IT team of three, then already supporting the company's existing Sydney, Brisbane and Melbourne offices, was faced with the mammoth task of amalgamating two sets of IT infrastructure, containing many elements outside of their in-house skillsets.

Although it was intended that Portland Group's network was to be retained, their servers were stretched to capacity and Cyberlynx's server hardware was better provisioned to host the combined domain. Added to these plans, Portland Group had also planned to change Internet Service Providers prior to the Windows migration.

In view of the stringent timing required for the changes, it was clear that Portland Group required external, professional assistance.



Solution

In close co-ordination with Portland Group IT Manager, Yogi Dhanda, The Specialist, provided assistance with the reconfiguration of their Sonic and Windows ISA firewalls during the ISP changeover.

Once external access was secured, The Specialist was able to seamlessly consolidate the two domains into a single Windows Active Directory. Mail was also merged and configured such that ex-Cyberlynx users are still able to receive mail addressed using the original domain name.

Portland Group were so impressed with the services supplied by The Specialist that they purchased the Committed Response offering, allowing the company to draw on The Specialist's advanced expertise all within a guaranteed time frame in the event that Portland Group's IT team are not able to address IT issues internally.

Outcomes

Despite competing against Portland Group's existing external IT provider, who had more intimate knowledge of the company's current infrastructure, Yogi Dhanda thought that

The Specialist's tender was not only more competitively priced, but that their offering demonstrated a greater appreciation of the requirements and implementation constraints involved.

In consultation with Dhanda, The Specialist was able to deliver all aspects of the complex project in a timely manner, with the result being that users were able to come to work and log in in the usual manner as though no network changes have actually transpired.

With IT resources been in short supply, Portland Group may rest in the knowledge that access to any specialist IT skills that it may require, is available at short notice from The Specialist.