Powerful partnership thrills all

Tech Data supercharges Boost IT's theme park solution

BACKGROUND

Changing how IT-as-a-service is delivered

Boost IT, a family-owned Australian business headquartered in Brisbane, has established satellite locations in Sydney, Melbourne, Adelaide, and Perth, providing comprehensive coverage across Australia. Since its establishment in 2001, Boost IT has garnered an exceptional reputation, built on the values of generosity, integrity, and care. Notably, a client who had been searching for the best practice Managed Service Provider (MSP) for several years recently hailed Boost IT as the "real deal." Clients consistently cite Boost IT as their most trusted supplier.

Specialising in working with SMEs across various industries, the company's on-demand IT department seamlessly integrates with their clients' teams. Their expertise revolves around cutting-edge Modern Work solutions, leveraging Microsoft 365 and Azure, as well as Cyber Security enhancements through Microsoft Premium. By harnessing the functionalities of these platforms, customers can effectively implement security measures aligned with the Australian Cyber Security Centre's Essential Eight framework.

Through Boost IT's Australian-based IT helpdesk, clients gain instant access to an extensive array of business technology and website expertise. Boost IT's solutions and proficiency not only enhance clients' capabilities and cybersecurity but also enable them to achieve newfound efficiencies and drive digital transformation and innovation. By clearly articulating the potential issues, risks, and upsides, Boost IT empowers clients to make informed decisions and embrace growth opportunities.

In essence, Boost IT is revolutionising the delivery of IT-as-a-service. They prioritise flexibility, adapting their IT service delivery to meet the unique needs of each client's business. Their goal is to provide a seamless experience that supports clients' daily operations and aligns with the most suitable model for their specific requirements.

CHALLENGE

Create an immersive virtual environment for a theme park experience

Boost IT faced a fun challenge: The company needed to construct a dynamic virtual environment within Azure capable of hosting a state-of-the-art theme park ticketing system, a seamless Point of Sale (POS) solution, and an engaging Game Kiosk server.

Their goal was to develop a secure and efficient solution that seamlessly integrated with on-site hardware.

This ambitious undertaking required striking the perfect balance of a low upfront cost, a robust segmented network, unparalleled availability and uptime, and scalable infrastructure that could handle the exhilarating demands of the theme park experience.

SOLUTION

Crafting a seamless virtual environment

Boost IT and Tech Data worked hand-in-hand on planning, developing and implementing a viable end solution using Azure AD, with Tech Data providing invaluable practical and strategic guidance all along the journey.

Together, Boost IT and Tech Data successfully built a secure virtual environment to host both Windows and Linux servers, protected by a robust web application firewall. The high work-load challenges involved meant Tech Data's support was mission critical. Tech Data stepped in and provisioned the required servers before handing over to Boost IT to finalise the configuration for the customer.

BOOST IT AND TECH DATA PARTNERSHIP:

A trusted extension of the team

Boost IT has been partnering with Tech Data since June 2019. The collaboration has proven to be an invaluable asset, supporting Boost IT's growth journey through unwavering support, specialist product knowledge, and a relentless dedication to staying at the forefront of technology advancements from Microsoft.

OUTCOMES

The seamless virtual environment exceeded expectations. Unleashing the full potential of the theme park experience, it gave visitors a seamless ticketing process, smooth POS operations, and an interactive Game Kiosk server.

Robust security and connectivity:

The virtual environment was fortified with robust security measures, ensuring the protection of sensitive data. Uninterrupted connectivity was guaranteed, allowing visitors to enjoy a seamless and uninterrupted experience throughout their theme park journey.

Scalable for success:

The solution was designed with scalability at its core, empowering Boost IT to meet the dynamic demands of the theme park industry. The virtual environment offered the flexibility to accommodate future growth, enabling Boost IT's clients to scale their operations effortlessly.

Speedy solutions from a trusted partner:

The solution was rolled out within the required time frame, and the customer was extremely appreciative of the quick turnaround. This helped cement a strong relationship and build trust, with the result that the client now much more frequently consults with Boost IT for everything related to their technical systems.

❝ It's gratifying to become a trusted partner who can then be a proactive ally and provide deep strategic value to the client. ❞

Sha Nayagar, Managing Director

The partnership on this project enabled upskilling of Boost IT technicians with technical support and guidance from the Tech Data team. Boost IT was able, in turn, to turbo charge revenue growth with Azure Solutions, and upgrade a large percentage of clients to Business Premium licensing.

❝ Tech Data has provided timely pointers on where to access Microsoft marketing collateral, sent us key Microsoft 365 Technical Security documentation and checklists, as well as relevant statistics and corroboration from the ACSC to help us bring clients on a journey when implementing the Essential Eight. ❞ **Sha Nayagar,** Managing Director

❝ We are a small business with a capable team, but there are times we require a second opinion, deeper technical knowledge with Microsoft products, or assistance in developing custom solutions. It's a luxury to be able to lean on Tech Data for advice and technical expertise. ❞

Sha Nayagar, Managing Director