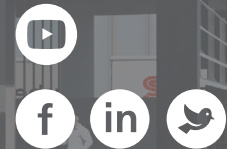
 New Zealand | Construction

Partnering with Dimension Data allows Steel and Tube to **focus on core business activities** instead of IT infrastructure



'Our solution will give us **complete view of our customers** - enabling us to **be more responsive and flexible**... the solution provides our **customers with greater control.**'

- Andrea Gallimore,  
Chief Information Officer



### Challenge

- need for increased collaboration and communication between staff and customers
- to streamline customer order management processes
- to provide a fully integrated system which can link new and existing technologies

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### Solution

- a consulting-led approach, with workshops and project management
- all systems, including data storage, were moved to Dimension Data's Cloud Services for Microsoft
- provide a system integrated with new enterprise resource planning (ERP) and customer relationship management (CRM) applications
- per-user, per-month, flexible pricing that grows or contracts with its business needs

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### Result

- increased functionality and productivity with reduced risk
- staff have ability to determine the availability and presence of colleagues increasing collaboration
- project completed during a cut-over weekend in December 2015 ensuring little business interruption
- Steel and Tube can now focus on core business activities instead of IT infrastructure

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 Challenge

## Improve staff and customer communication processes

Steel & Tube, New Zealand's leading provider of steel solutions required a new IT platform to enable more efficient communication and collaboration between employees and customers.

Steel & Tube faced the challenge of shifting from its legacy platform, Lotus Notes, to one that aligned with its long-term strategy for increased collaboration and communication. The business also wanted to take the opportunity to move to a platform that integrated with its new enterprise resource planning (ERP) and customer relationship management (CRM) applications.

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 Solution

## A fully integrated IT system

Dimension Data's Cloud Services for Microsoft was the perfect solution as it met the challenge of aligning with Steel & Tube's Microsoft ERP system. A key driver for Steel & Tube was that Dimension Data offered a one-stop shop to deliver all services, and to allow all of its IT systems to be fully integrated.

The project has seen Steel & Tube's data storage shift to the cloud, securely provided by the data centre based in New Zealand. This allows it to focus on core business activities instead of the IT infrastructure.

With Dimension Data, Steel & Tube has benefitted from per-user, per-month, flexible pricing that grows or contracts with its business needs. Steel & Tube now only pays for what it uses; ensuring that its IT spend is aligned to actual business needs.

## A safe pair of hands

A major part of the project was understanding the business challenges and providing a complete solution for Steel & Tube. Dimension Data took a consulting-led approach, holding a number of workshops with the Steel & Tube team to understand the requirements of the project.

The project had to roll-out Office 2013 to more than 700 desktops and end users.

Dimension Data was there to support Steel & Tube through the change. Dimension Data migrated the data from Steel & Tube's legacy email system across to Exchange. Historic emails and all calendar information were also moved across. Dimension Data then set-up shared mail boxes and integration points with other business processes and systems.

This was a substantial and collaborative project that involved both Steel & Tube and Dimension Data. Dimension Data's professional services project team worked closely with Steel & Tube's project team during the implementation process to ensure end-user communication and training for a seamless transition.

## Better collaboration

Dimension Data's tailored IT solution went live in January 2016, and Steel & Tube are now seeing an increase in collaboration. The new system allows Steel & Tube's employees to easily determine the availability and presence of colleagues due to the seamless integration of Dimension Data's Cloud Services for Microsoft with CISCO's Unified Communications – also provided by Dimension Data – and instant messaging.

Steel & Tube is also using a set of workflow and productivity tools which has standardised work across the Microsoft stack. It's made it easier for the everyday, office-based workers to use the tools, seamlessly integrating across Microsoft Office and Exchange and Unified Communications.

## Efficient communication

A large part of the workflow for Steel & Tube is taking orders through email systems. The ability to do this with ease is a business critical tool. Steel & Tube has a large number of shared mail boxes whereby an orders team actions incoming orders from customers. It was mission-critical for the business that this part of the project was implemented successfully.

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## Result

## Greater collaboration and increased productivity

The project has been a huge success. The project was completed during a cut-over weekend in December 2015. This ensured very little business interruption for Steel & Tube. The new system is fully operational and employees are working better together, and have a greater oversight of customer requirements.

## An evolving solution

Dimension Data has been working with Steel & Tube for more than three years, delivering a full range of services. The contract started with WAN, LAN, Internet, and security services. It has expanded to include unified communications, voice telephony, service desk and more recently, cloud services and cloud support.

## Complete cloud solution

Dimension Data's Cloud Services for Microsoft is securely provided from the data centre based in New Zealand. The following options are available:

- Cloud Services for Microsoft Exchange;
- Cloud Services for Microsoft Skype for Business;
- Cloud Services for Microsoft SharePoint;

**Please contact [marcel.rafter@dimensiondata.com](mailto:marcel.rafter@dimensiondata.com) for more information**

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