



HOW NATHANS SMASH REPAIRS FOUND THE PERFECT PARTNER TO OVERHAUL THEIR IT AND INCREASED STAFF PRODUCTIVITY

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Nathans Truck and Trailer Smash Repairs (Nathans) is a NSW based business with over 60 years' experience in the repair industry. In 2006 the Nathans team were becoming increasingly frustrated with their IT partner. The incumbent provider was taking a long time to respond to and resolve issues which was slowing down service delivery and hindering operations.

With no internal IT specialists, Manager Michelle Nathan, was tasked with identifying a new IT service provider. Michelle turned to a friend at Analitix.

“We didn't want everyone being pulled away from their core tasks to try and fix IT issues they didn't really understand. Even if it is something simple like setting up a new printer, because we are not IT people it would take so long to get right. When you weight value to do it, we knew it was better to outsource the right IT skills,” says Michelle.

Driven by reducing frustration and increasing efficiency, Michelle made the decision to move the IT responsibility to sit with Analitix.

THE SOLUTION: A HOLISTIC APPROACH TO IT



Moving to Analitix proved to be a highly positive experience for Michelle and the Nathans team. This was then amplified when Analitix was acquired by Correct Solutions in 2017, providing Nathans with greater access to valuable support, expertise, and resources.

The first step of overhauling Nathans' IT was to undertake an inventory of the technology in place, to identify what was and wasn't working and what needed updating. The team were running a program, AutoQuote, from an old on-premises server. As a result, the software was outdated and required a raft of expensive hardware to maintain it.

This issue was resolved with updating the complete IT infrastructure, partially moving to a Cloud based model. Once in the Cloud, Nathans were able to enjoy a much more streamlined experience.

“The Analitix team and now the Correct team to a greater level, were able to update and manage our file servers, email servers and programs. We are completely confident that our business is secured thanks to Correct’s strong focus on security. All of our telephony, internet and domain name is managed by Correct. We even rent hardware from them so we never have to worry about buying or fixing machines – we can focus on trucks and trailers instead,” says Michelle.

Correct Solution’s holistic approach was completely different to the previous providers who were selective in the issues they solved. As a result of this, the IT induced headache the team were once suffering is now a thing of the past.

The effective ticketing system has helped identify new programs that enable operations, such as Easy Scan. The introduction of Easy Scan has had an immensely positive effect (Michelle refers to it as heaven) and has reduced the time spent manually reviewing multiple invoices.

“The Correct ticketing system is seamless. When we call or raise a support ticket, even for something we don’t know is definitely possible, Correct always come back with a solution and quickly,” adds Michelle.

“

Correct provide us with end-to-end support. Pretty much, we present them with an issue and they find a way to resolve it and improve our IT experience. They are like our own internal IT team. We push as much as we can onto them and they do everything they can to make our IT systems and processes faster, smoother, easier, and just better.

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Michelle Nathan, Sales & Marketing and HR Office Manager at Nathans

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We are not IT experts and so we have to put our faith in our IT provider and trust that they will always be making decisions in the best interest of our business and not theirs. We have never had reason to question if this is the case with Correct. We have to trust them, and we do.

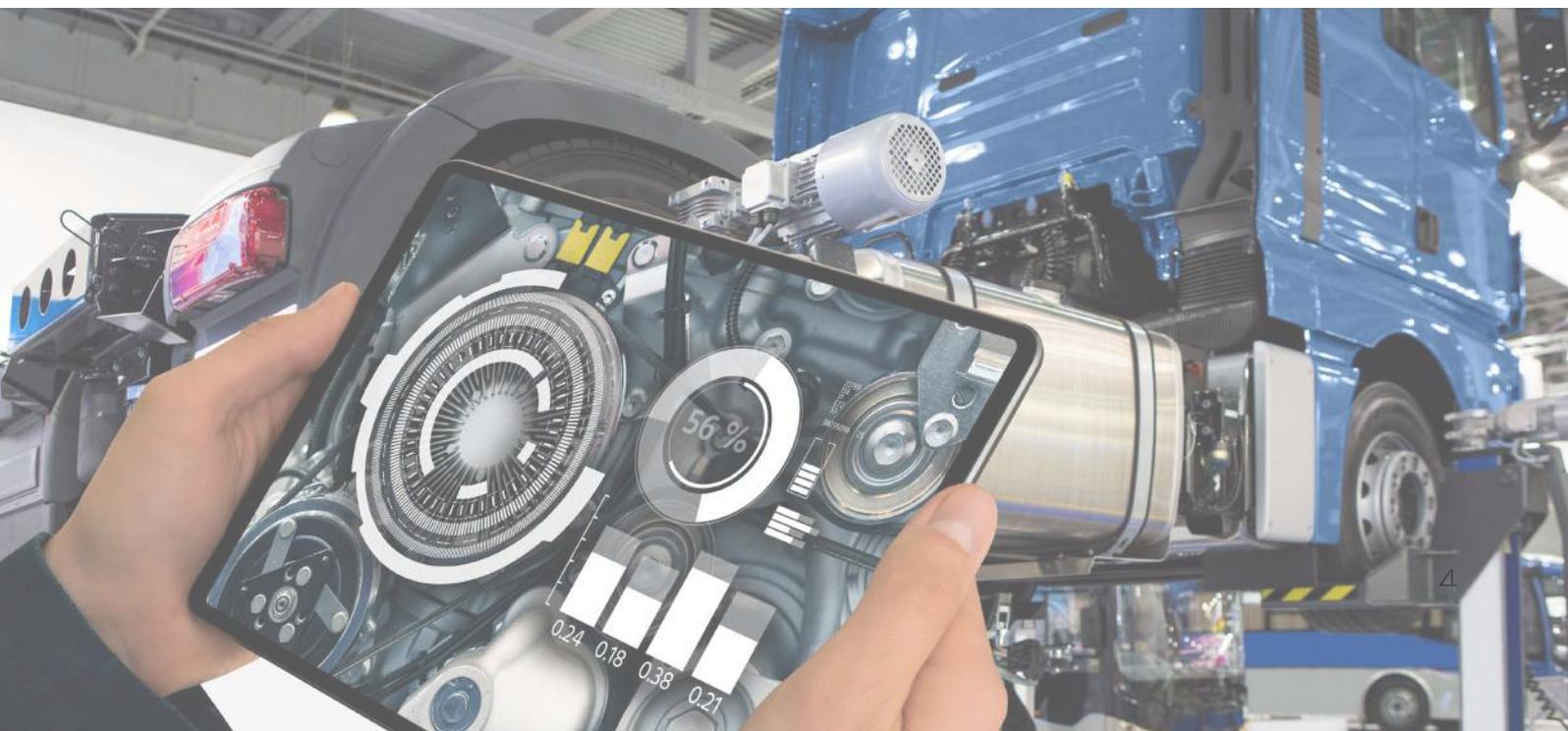
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Michelle Nathan, Sales & Marketing and HR Office Manager at Nathans

The Correct Solutions team also invested time in understanding how Nathans operates and the nuances of their business. This depth of understanding has helped to ensure that issues are resolved quickly and with minimal impact on business as usual. Michelle is confident IT is in the right hands and is also being well managed as everything is documented and reported on at a monthly check in meeting.

“There is a lot of transparency between Nathans and Correct Solutions which I think is crucial for a productive partnership. For example, I have visibility across the ticketing system so I can see if the same user is asking the same question. This helps me identify if there are legitimate issues or if we have staff that need a little more IT training. I can also log in and check the history on issues or accelerate particular tickets if they are pressing,” adds Michelle.

Along with the transparency between the two parties, Michelle credits their positive experience to the trust Nathans has in Correct Solutions.



THE OUTCOME: **HAPPY, HEADACHE-FREE IT**



As a result of the effective partnership with Correct Solutions, Michelle believes the entire Nathans team have more time to dedicate to core business.

"We benefit from every efficiency they introduce. For example, before Easy Scan it used to take one person two full days a week to review invoices. Now it is a 20-minute daily task. It is a massive time-saver for our accounting team who can now actually do their work instead of scanning invoices," notes Michelle.

In addition to streamlined processes, Michelle also has the comfort and assurance that their IT is in safe hands. As well as removing workload, this also reduced worry and stress caused by ineffective IT.



The more I can take off my plate and put on someone else's the better! It is of great comfort to be with a big company like Correct who always have the time and resource to support us, regardless of what the request is. We don't wait for answers, they are fast, responsive and friendly at the same time.



Michelle Nathan, Sales & Marketing and HR Office Manager at Nathans

WORDS OF ADVICE



For anyone suffering the same frustrations as Michelle initially was, her advice is simple, look for a company that has the scope to support you in the way they say they will and don't be intimidated by cost.

"I think one of the common blockers to improving IT is cost, or rather fear of cost. Other Nathans managers always thought IT companies were trying to rip us off because they didn't understand or see where the money was going. However, I know that we couldn't operate without IT and so I see the value of investing in it" says Michelle.

PLANS FOR THE FUTURE

With a functional relationship in place Nathans and Correct will continue to work together long into the future. The Nathans team are currently cleaning their data in preparation for a migration to a new CRM, built on Microsoft Dynamics and configured by Correct Solutions and Michelle's enthusiasm for the partnership is as fierce as ever.

"Nathans is 100% Correct all the way! All of Correct teams are friendly and take the time to translate the IT jargon to us. They also know all about our business. Even some of our staff that don't work with Correct often always ask to bring them in when there are issues; IT related or not! All of our staff love Correct. I think this is because we have similar values and ethics which makes it easy to work well together", concludes Michelle.

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