

ABOUT AVIVO:

AVIVO (formerly Perth Home Care Services) has been working with people in their homes and communities in the areas of disability, ageing and mental health for almost 50 years.

INDUSTRY: Aged Care, Disability & Mental Health

NUMBER OF STAFF: 1000+

WEBSITE: www.avivo.org.au

01 THE SITUATION

Avivo (formerly Perth Home Care Services) was coming to the end of their current contract and decided to go to tender in search of not just another provider, but a partner for their business.

Avivo had been receiving poor customer service from their current provider, and at the time, their current data network was constraining the business from delivering new applications and services to staff and customers.

Believing a better service provider must exist they went to market with some key requirements, including:

- Increased bandwidth for their data network combined with redundancy for both their voice and data links.
- Improve the performance of applications across their data network, as current performance was sluggish.
- Finding an organisation with a proven track record of delivering outstanding customer service.
- A cost effective solution for a not-for-profit organisation.

02 THE SOLUTION

After reviewing all the responses to the tender, Avivo knew that Macquarie Telecom was the right vendor for their organisation.

Darrin Leggett, Executive Manager – Information & Office Services comments on why they chose Macquarie Telecom “*The proposal we received from Macquarie Telecom was by far the most professional. They took the time to research our company and understand our values, which really aligned with their own. Then on top of that they were able to deliver the most cost effective solution, which is really important to us given we are a not for profit.*”

Key elements of the new solution included:

- A redundant multi-carrier MPLS network, providing them with greater peace-of-mind that the network wouldn't fail.
- Significantly improved Data Network with greater bandwidth, at almost the same price as they were paying for their current outdated service.
- Significantly improved visibility into their mobile fleet, providing them with the ability to implement more stringent cost controls.

03 THE RESULTS

By partnering with Macquarie Telecom, Avivo was able to implement a new solution that allowed them to upgrade their infrastructure and start receiving the customer service they had always dreamed of.

Darrin comments on the experience he has received as a Macquarie Telecom customer for the last two years “*We signed on with Macquarie Telecom almost two years ago and I can tell you the honeymoon hasn't ended. From the word go Macquarie Telecom has exceeded my expectations, from an outstanding project implementation, to continually going above and beyond what was required of them.*”

When asked if Darrin would recommend Macquarie Telecom's services to other companies he stated “*I've worked in the IT sector for over 20 years in the Perth area and during that time I have dealt with nearly all the major service providers. What I can say is the level of service that Macquarie Telecom delivers to its customers can't be beat.*”

CUSTOMER OUTCOMES

RESILIENT, COST EFFECTIVE NETWORK

“...We signed on with Macquarie Telecom almost two years ago and I can tell you the honeymoon hasn't ended”

Darrin Leggett, Avivo

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Darrin Leggett, Executive Manager – Information & Office Services, Avivo

SOLUTIONS:



Data

Take advantage of true business-grade data networks with high performance. We don't believe that one size fits all, so we offer uniquely tailored and flexible data solutions that address our customers' specific needs.



Mobile

Our Business Mobile plans help you reduce your call cost by giving you a choice of all three networks. You can select voice and data packages either as individual plans with minimum spends or as aggregated plans across your fleet.



Voice

Macquarie Telecom delivers a range of services from basic phone lines to complex telephony systems and conferencing options. Keep employees, suppliers, partners, and customers connected.