macquarie TELECOM

Using our heads to win hearts.

How we put the spark back into Relationships Australia.

When it comes to a crisis, it's your call.

23 sites. Outdated technology. A big office relocation. And one massive headache. That's what Mark Hindle, IT Manager for Relationships Australia, faced when he started his new role in November 2014.

To make matters worse, existing costs were rising, and the Christmas holiday period was looming. So Mark made a bold call; he would look for a new telecom partner, and immediately start a technology revolution project – and have it all up and running over a 12-week period. Which raised a very big question; who would deliver it with him over such a crazy timeline? And that's when he called Macquarie Telecom.

> "Every step of the way they continued to go above and beyond what was expected of them & that's what really got this project across the line"
>
> Mark Hindle, Head of Technology, Relationships Australia

Taking on the challenge. Big time.

It seemed impossible. But that's a word that Macquarie Telecom thrives on. So we rolled up our sleeves, braced ourselves and jumped in.

First there was the phone system. 23 sites across NSW all with old hardware and even older systems. Not to mention the lack of transparency and control (for example, when something was broken – someone had to get out there and physically fix it.)

It was quickly decided that a multi-carrier Data, Voice and Mobile network was needed; integrated seamlessly with a clear, simple management tool. Central hosting and video conferencing were also designed and a new, cost-effective phone system was required.

Budget was everything, so a crack team was assembled – from telco technicians to number crunchers – who worked through the holiday period to make sure Mark could sleep at night come the new year.

Better together.

Working with our wholesale suppliers, Relationships Australia NSW now has a platform in place so they can grow their business while developing new, innovative services for the community. And it all happened over a period when most traditional telcos shut up shop – something almost unheard of in the industry.

Their ageing infrastructure is now updated, and provides the organisation with a stable solution for future growth. A solution that's also saving them $150k a year.

Sure, there were tricky problems and pressures along the way. But as Relationship Australia will tell you, nothing is impossible if you really work together, towards the same goal. As Mark says, "Every step of the way they continued to go above and beyond what was expected of them and that's what really got this project across the line."

Working together for the greater good? It's the sign of a great partnership.

Want to know more?
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Relationships Australia