



Dave Tyrrell, IT Manager and David Charlesworth, Managing Director.

### KEY POINTS

- A TelstraClear customer for more than a decade, Comworth Group's TelstraClear services include internet; Voice landline; and Private IP.
- TelstraClear's new-generation WAN solution provides a high-speed integrated service for voice, data and multi-media applications between Comworth's offices in New Zealand and Australia.
- TelstraClear's Account Team has offered the support, technical assistance and flexible technology solutions to enable Comworth to expand its operations both locally and across the Tasman.
- In 2010, Comworth moved its Auckland premises into two separate locations and were let down by its chosen supplier. TelstraClear saved the day with an eleventh-hour solution to link these new sites to the old office.

# The business of communication

Telecommunications solutions from TelstraClear have enabled New Zealand company Comworth Group to expand its operations and provide integrated technology solutions to its many customers and resellers.

**R**eliability, trust and being able to follow through would surely be at the top of the list of requirements for creating a successful, ongoing business relationship. And that's exactly the sort of partnership TelstraClear has with its client of more than a decade, Comworth Group. Both companies understand the vital role technology plays in business communications and are consistently at the forefront of their field.

### Technology pioneers

Established in 1983 by David Charlesworth, Comworth Group began as the New Zealand distributor of facsimile machines and telecommunications products manufactured by Oki in Japan. The business has grown considerably over the last 25 years. Specialising in software development, and telecommunication, printer and fax products, the Comworth Group of companies now employs more than 150 staff and has 2500 major corporate customers worldwide.

Comworth Group has been a TelstraClear customer for around a decade, initially using its Business Internet Access (BIA). In 2008, as its business needs increased, Comworth approached TelstraClear about providing some additional telecommunications services. The first of these was a managed network to its offices in Lower Hutt, Wellington and Christchurch. Comworth Group's TelstraClear Account Manager, Sandi Heimann and Solution Specialist, Tim Morris, suggested Private IP. TelstraClear's new generation WAN solution uses optical fibres to provide a high-speed seamless, integrated service for voice, data and multi-media applications between remote offices.

TelstraClear is experienced in transitioning customers to new services and the process went very smoothly, says Sandi Heimann. "We achieved a seamless and pain-free transition for Comworth Group, which was really important as they run a 24-hour helpdesk for their customers and they couldn't afford any interruptions to the business," she says.



*“TelstraClear has always provided very competitive offers and excellent support where we’ve needed it. For any additional services going forward, they’re definitely a company we’d look to.”*

Dave Tyrrell, IT Manager Comworth Group.

PHOTO BY: Tony BrownJohn

## Flexibility to grow

Private IP offered a scalable solution that was cheaper and faster than Comworth’s existing offering. It could deliver fibre to every site and provided the required bandwidth and scalability – which Comworth needed as a growing company – plus, TelstraClear was able to deliver it within realistic timeframes.

“Through our regular meetings with Dave and other team members at Comworth Group, we have a clear understanding of their medium - to long-term goals,” says Sandi Heimann. “We’re able to suggest new technology that will help them grow their business both in New Zealand and Australia.”

In August 2009, Comworth Group opened a Sydney office for its enterprise telephony integration company, Agile. TelstraClear again stepped up to the challenge, says the Group’s IT Manager, Dave Tyrrell. “They extended our branch network to Sydney. Over that circuit, we have normal business data, as well as telephony and video conferencing.”

“Private IP gave us the additional bandwidth for this. It was provided on a modern platform and was more flexible than what we had at the time, and it remains flexible should we need to increase the bandwidth. A phone call, and it can pretty much be done. Plus, the pricing and quality of service were also key factors.”

In mid 2010, Comworth Group went to market for its landline services and chose the TelstraClear Voice service.

“The TelstraClear value proposition is based around providing great service, premium support and focus on our customers’ future requirements,” says Sandi Heimann. “These were some of the reasons we were successful in the winning Comworth Group’s Voice business.”

## Saving the day

It was in March 2010 that TelstraClear really demonstrated its willingness to go the extra mile for Comworth Group. The company called needing help with an urgent problem. The company was in the process of moving its Auckland premises into two separate locations – an office on one site and a warehouse on another. It needed to initially connect the three sites together. The movers had been booked and more than 160 guests invited to the opening night. But, just two weeks before

the move, Comworth's chosen supplier for the link between the two sites advised it was unable to deliver on its promises.

Needless to say, it was a stressful time for David Charlesworth and Dave Tyrrell.

"We had gone to the market looking for someone to provide connectivity between our offices," explains Dave Tyrrell. "We were offered an attractive deal and so we went with it, but it fell through a few weeks before the move."

Feeling let down by this supplier, Comworth Group approached TelstraClear, asking the company to sort out what would have been a very costly and embarrassing situation. Despite needing to obtain Council consent to install the fibre, the TelstraClear team was able to deliver the services required in less than a fortnight, and earned praise from David Charlesworth for "saving the day".

"TelstraClear stepped up and provided a very workable solution in an extremely short space of time," says Dave Tyrrell. "If we hadn't been able to open according to schedule, it would have seriously affected our business, given that all our production and distribution occurs from the warehouse. We needed connectivity and we had to find a solution of some sort. TelstraClear provided a connection between our two new buildings plus a temporary connection to our old premises. They were very flexible and certainly bent their own rules to get us up and running."

## Trust and support

"We have a very good relationship with the Account Team at TelstraClear," says Dave Tyrrell. "They've always provided very competitive offers and excellent support where we've needed it, and Sandi Heimann expertly handles our requests for new services. For any additional services going forward, they're definitely a company we'd look to."

Dave Tyrrell also values his association with TelstraClear Solution Specialist Tim Morris. "He knows his information and, as our technical contact, he can provide the solutions," says Dave. "Tim works really hard for us and he has no problem getting an understanding of what we need."

To discover how TelstraClear can provide the right solution for your business, simply call **0508 BUSINESS (0508 287 463)** or visit [www.telstraclear.co.nz](http://www.telstraclear.co.nz)

## Comworth Group

New Zealand-owned and operated, Comworth Group was founded in 1983. Today, it employs more than 150 staff working for 10 different companies in four locations throughout New Zealand.

The Comworth Group of companies offers a selection of integrated technology solutions designed to give businesses a more reliable, secure and flexible IT infrastructure. Their automation and telecommunications services range from in-house print and high-impact visual display technologies to video communications tools and mobile computing systems.

Comworth Group represents and distributes brands such as OKI, Panasonic, LG and Konica Minolta. It has warehouse facilities and service centres in Auckland, Wellington and Christchurch.

Agile NZ Ltd, a Comworth Group subsidiary set up in 1999, is a telecommunications solutions company that integrates, designs and installs enterprise IP telephony systems for government departments, large companies and multinationals. In 2002 Agile partnered with US company Avaya to sell Agile-developed call centre software globally. Based in Auckland, Agile opened a branch in Sydney in mid 2009.

Comworth Group has an annual turnover in excess of \$NZ50 million.

# Why TelstraClear?

Telecommunications is one of the world's fastest changing industries.

In New Zealand, TelstraClear has developed its own network and range of leading edge voice, data, internet and mobile solutions for New Zealand businesses. Many of the largest organisations in New Zealand rely on TelstraClear to provide their national and trans-Tasman communication solutions. For these organisations, and many more, TelstraClear has shown it is adept at understanding the complexity of their customers operation and designing relevant and reliable solutions.

Our relationship with New Zealand businesses is based around four fundamental core offerings:

## 1 SERVICE

We understand and respect the needs of your business.

## 2 TECHNOLOGY

A complete range of services that are scalable to your business's changing needs, and organisational complexity.

## 3 TRUST

A company that you can rely on to deliver on the most challenging requirements

## 4 VALUE

Market Competitive solutions designed for your business.

When we combine these four elements we develop long term relationships with our customers. We can then ensure that our customers have the right products and plans to support their success with their own customers.

We also support the communities that support us. As part of our corporate social responsibility programme we work with children and young people, to help them develop the confidence they need to succeed and ensure a brighter future for all New Zealanders.

With TelstraClear, you are joining forces with one of the most dynamic communications companies in New Zealand that is backed by Australasia's largest and most progressive telecommunications company, Telstra Australia.

**We have the right technology, the right people and the right attitude.**