

# Partner Success Story:

# JEM Computer Systems

## Summary



Company Name:

**JEM Computer Systems**



Industry:

**Managed Service Provider**



Location:

**Castle Hill NSW, Australia**



Business Challenge(s):

- **Minimising Red-tape**
- **Rigid long term contracts from incumbent suppliers**
- **Communication and transparency with incumbent providers**



Technology Solution(s):

- **SIP Trunking**
- **Wholesale Internet**



Business Result(s):

- **Enhanced communication and visibility of projects**
- **Enhancing the customer-experience for the end-client**
- **Improved staff efficiency and morale**
- **Flexibility with processes for bespoke projects**

## 01

### Company Overview

JEM Computer Systems is a wholly Australian-owned company. Based in Sydney, JEM provides Information Communication Technology (ICT) management and support for small to medium-sized organisations across Australia.

Since launching in 1997, they have quickly become one of Australia's leaders in IT with clients in the club, hospitality, fashion, accounting, and corporate business industries. Their engineers and technicians have a wealth of experience in a wide variety of technical solutions, including small-scale roll-outs, large-scale virtualisation, storage, and network restructuring and deployment.

JEM's promise is to provide IT services that meet the highest standards of operation while providing 24/7 availability, security, and performance. This might sound like the too-good-to-be-true standard promised by just about every IT company out there. You know what sets JEM apart? They actually do it. They work hand-in-hand with clients to find cost-effective solutions to meet their needs instead of shaking on a deal with one hand and stealing clients' wallets with the other.



## 02

### Delivering 24/7 Support

JEM's customers expect 24/7 service, which comes with its own challenges. There are two creatures in this world that you shouldn't wake up unexpectedly in the middle of the night: bears and decision makers. JEM knew they needed to develop an efficient method of providing this essential service and rapidly transitioned to a round-the-clock model of support. "We are effectively supporting 24-hour businesses and have to be a 24-hour business ourselves... It brings challenges and we continue to learn from that and change our processes as the company grows," Matthew Smart, Operations Manager at JEM explains.

"We've implemented systems to ensure that calls don't go astray and they're not sitting in someone's voicemail, waiting for a call back," Smart adds.

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**Matthew Smart,**  
**Operations Manager**  
**JEM Computer Systems**



Pictured: Matthew Smart (JEM, Operations Manager), Travis Moore (JEM, Managing Director), Ben Town (Hosted Network, CEO), Luke Bragg (Hosted Network, Operations Manager), James Borg (Teamwork Technology, Managing Director)



# 03

## The Problem with Big Carriers

Although JEM sees some benefits of working with big wholesale carriers, it isn't all it's cracked up to be. "We had been struggling with some of the bigger carriers that we've got wholesale relationships with. And like any big carrier, it takes a lot to escalate anything or to get actions," Smart says. They've worked through the ebbs and flows of their relationship with wholesale carriers, but they knew it was time to find an alternative solution. Smart adds, "We're the ones really selling the services, dealing with the complaints and all of that so we want to make sure that the relationship we have with any carrier is a win-win relationship."

Smart later reflected that Hosted Network appealed to them as a smaller company with a boutique feel that could still provide service on par with bigger vendors. To JEM, it was important to be able to get support just by picking up the phone and saying, "We've got a problem. How do we deal with it?" For anyone who has ever been trapped in the black hole of an automated phone tree trying to reach a live customer service agent, switching to Hosted Network, where instant service is available, was clearly the superior option.

JEM was on a critical mission to test what works best for their clients. According to Smart, "We decided to take the plunge and give [Hosted Network] a trial...The service delivery, the communication, the whole sale process, and installation was really good. And from there we moved to delivering more and more through Hosted Network because they make it really easy for us."

JEM has found that the quality of the services that Hosted Network provides is just as good as the big carriers, if not better. After all, there is something to be said for convenience and speed. You wouldn't pay more for a bus than a plane to reach the same destination, so why pay more for a larger, slower provider whose size leads to red tape, delays, and bureaucracy?



Pictured: Travis Moore, James Borg, Matthew Smart, Randy Rusli (Hosted Network, Channel Account Manager), Ben Town

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# 04

## Providing Solutions

Problem-solving is a way of life at Hosted Network, which JEM saw first-hand when an issue with their incumbent provider arose. Matthew Smart said, "In working with Hosted, we quickly identified the problem with our incumbent carrier. And I think the thing that we're most thankful for was that the team didn't just say, 'Oh, it's the other carrier, so it's not our problem. You'll have to deal with it.' Instead, they worked with us the whole way through, deciphering what the incumbent carrier was saying."

This type of no-questions-asked service is at the heart of Hosted Network's flexible, customer-centric philosophy. Some IT companies have extensive limitations and restrictions, which is a bit like having a plumber who only fixes toilets while water is pouring out of the kitchen pipes. At Hosted Network, the first question will always be, "How can we help?"



Pictured: Matthew Smart, Travis Moore, Ben Town



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# 05

## The Ever-Evolving Landscape

Technology has changed drastically throughout the years and will only continue evolving at a faster rate. JEM knows this. Naturally, flexibility was one of their major considerations when it came to finding a wholesale carrier. "The other thing that we really liked about Hosted Network is that the plans aren't on these long two and three-year plans... We find that it's harder to commit on a three-year internet contract or SIP contract or something like that, because with technology evolving, three years is really a long time to commit to something," Matthew Smart explains.

Being able to commit on a 30-day or month-to-month basis was important to JEM's customer base. Hosted Network was able to give them that flexibility and the ability to make changes later. Smart says, "One great example of that is obviously during the pandemic. We've had a number of customers that needed to increase their plan. It was very easy to log a ticket for that and then request to reduce it back down later."

JEM's relationship with Hosted Network allows them to adapt along with the outside world without being expected to anticipate their needs two or three years down the line. With this kind of accommodating service, there is one thing that JEM knows will definitely be a part of their future: Hosted Network.



## About Hosted Network

Everything we do is based around building solutions for our partners to enable them to grow and succeed.

Starting off as a traditional MSP in 2003 and launching a number of direct to market cloud offerings, we quickly gained traction in the SMB market and were approached by a number of other MSPs asking if we could provide our services at a wholesale level.

We quickly realised a gap in the market for wholesale cloud services designed for MSPs to grow their service offering and reach new markets.

In 2013, Hosted Network transitioned to an entirely channel-only model, working hand-in-hand with MSPs to grow their business and win new deals.

Since then, our success is credited to and driven by the success of our partners. This has led to us adopting a simple mantra of **BUILD – GROW – SUCCEED**. Building successful partnerships and solutions, growing together, succeeding together.

### For More Information:

To find out more about Hosted Network products and solutions, please visit



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