Partner Success Story: Teamwork Technology

Summary

Company Name:
Teamwork Technology

Business Type:
Managed Service Provider

Location:
Castle Hill NSW, Australia

Business Challenge(s):

- **Scalability, Consolidated Communications from End-customers Incumbent Cloud and Telco Vendors**

Technology Solution(s):

- **Connectivity, Infrastructure as a Service, Data Centre Services.**

Business Result(s):

- **Scalability, Improved Communications, Enhanced End-Customer Experience**

Company Overview

Since its foundation in 2010, Teamwork Technology's goal has always been to be the complete provider of quality and reliable IT services to businesses across Australia. Concentrating on medical IT, their team strives to be more than just an IT service provider, but also their customer's trusted technology partner, ensuring they get the right IT infrastructure to keep their businesses efficient and competitive.

Teamwork is composed of innovative individuals who believe in the capabilities of IT in empowering businesses. Knowing time is an important element for every organisation's success, Teamwork believes in the "Do It Right The First Time" principle and guarantees to always be on top of their customers' IT needs, allowing customers to focus on other significant areas of their business.

Pictured: Travis Moore (Managing Director, JEM Computer Systems), James Borg (Managing Director, Teamwork Technology), Matthew Smart (Operations Manager, JEM Computer Systems), Randy Rusli (Channel Account Manager, Hosted Network), Ben Town (CEO, Hosted Network)

The Perfect Complement

Due to the inconsistency of solutions from various providers, Teamwork's customers often have unorganised and inefficient IT systems. With the vision to become their customers' complete provider of all things IT, they needed a partner that would boost their MSP's agility and support their clients' varying needs whenever required. And this is exactly what they have found with Hosted Network.

> "The thing we like about Hosted is they empower us as a Managed Service Provider - to give our clients the complete picture. The services are as reliable and scalable as what the big players can provide. The difference that I like about you guys is that you guys have heart, whereas the big players don't."
>
> **James Borg, Managing Director, Teamwork Technology**

Hosted Network believes in the power of transparency and consistent communication in building trust. Becoming a part of their partner community means sharing the same priorities – no matter how big or small the deals are. With Hosted Network, partners get the benefits of working with a large provider in terms of network performance, technical resources, and service delivery and still get the advantages of working with a nimble small-scale provider where red tape is avoided to achieve fast results. Partners can reach out at any time and escalate issues to the appropriate person from the proper departments either from support, sales or service delivery.

For Teamwork, it was the human connection they weren't experiencing with other providers that set Hosted Network apart. *"We like to work with people. When we were coming over to you guys, there was no other provider that we wanted to work with more than you. We didn't even ask other people for pricing. Price wasn't a thing, it was around the people. And that simple human touch is what ultimately gave you guys the business."*

Partner Community – A Big Factor in Working with Hosted Network

One of the main reasons Teamwork chose to partner with Hosted Network is because of the community they have built around the MSP space. These events create light-bulb moments and often serve as an avenue to raise and discuss industry topics and suggestions on managing the different facets of business- be it operations, documentation, must-have solutions and tools or leveraging vendor resources.

Consistently Efficient

Time is critical in keeping Teamwork's MSP nimble, and this is something they don't worry about with Hosted Network. There's no need to pursue their team for updates as they are constantly informed of the status of their orders. *"You're just too efficient sometimes. I'll be thinking, where is this update, what's happening with this case and boom, an email will come in with an update,.",* added Borg.

The consistency of communication with Hosted Network enables them to know exactly what's happening and give timely and accurate updates to their customers if an issue arises.

Pictured: Luke Bragg (Operations Manager, Hosted Network), James Borg, Ben Town

Always Willing to Help

Inevitably, in IT, things happen outside of your control. Teamwork notes that whenever they encounter problems, there are people who will leave you hanging, and there are people who will help you resolve the issue.

"The thing with the Hosted guys is they're genuinely there to help when things go wrong. And when they can, they will go that step above."

One example is when Teamwork had an offline NBN TC4 service. "Typically, nobody cares because it's a best-effort service", said Borg, but Hosted Network understands that services like this might be underpinning a large MSP contract, so their team made an extra effort to solve the problem. Giving Teamwork the option to use their spare SIM cards, Hosted Network were able to help get Teamwork's customers back online. *"That saved us time because we didn't have to activate a prepaid SIM that we buy over the counter at Woolworths. It's little things like that, little gestures of help... That's what you get with Hosted,"* said Borg.

This kind of quick response is something they couldn't achieve with larger providers, often needing to wait in a queue for an extended timeframe before reaching someone. Staying Nimble To keep their MSP agile, Teamwork needs an equally dynamic providerthey can call on to eliminate building and managing a huge infrastructure on their own. Working alongside Hosted Network allows them to pursue large deals without needing to invest and manage their own equipment, and potentially hinder their MSP's agility.

"It's nice knowing we can actually scale up if we need to without having to throw too much extra infrastructure. We can go after the big contracts without thinking we have to buy a hundred grand worth of equipment. You guys already have the equipment there ready and waiting to go... Just those little things that allow us to remain agile, that's important to us."

Advice for MSPs

"The best piece of advice I could give somebody who wants to try you guys is just do it. It's genuinely a no risk venture giving Hosted Network a shot."

Unlike with the big players where it usually takes time to get started, Hosted Network provides a world- class partner onboarding experience, with a dedicated Partner Success team to seamlessly onboard their partners so they can start earning new recurring revenue right away. *"The onboarding was beautiful;, we had a lot of dedicated time, some of that we didn't really need because we've been around the traps, selling nbn, selling SIP, doing all that before. But it was nice that we had a bit of a parachute if we needed it."*

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Since the onset of their partnership with Hosted Network, Teamwork have had an excellent experience and have been impressed with how Hosted Network manage their partner relationships and service delivery. *"Don't change a thing. You may not be perfect, but you're pretty close. Of all the providers we deal with, you guys are by far the easiest to get along with in achieving our goals."* said Borg.

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

Call our friendly Sales team on
1300 781 148 option #1

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Visit our website
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