

JEM cuts red tape, delivers better connectivity experience with Hosted Network

Case Study Overview:

MSP challenges:

- Delays in receiving technical support and resolution due to red tape imposed by large telco providers
- Lack of communication and transparency on support and provisioning issues
- Frustrated internal teams unable to remain productive
- Margin burn caused by unnecessary time spent troubleshooting tickets
- Impacted reputation with customers due to poor customer experience from inability to provide updates and faster resolutions

End-customer challenges:

- Prolonged waiting times for support and resolution of issues, impacting operations for mission critical customers who operate 24/7
- Locked into service agreements and solutions that don't align with their evolving needs



"What we like about working with Hosted Network is the transparency, flexibility, and attention to detail. Hosted Network [project] manages the installations which makes it a lot easier for us. It saves a lot of time in project management versus the other providers where we spend hours, sometimes years delivering services with a lot of frustration in between."

Travis Moore, Managing Director at JEM

MSP Overview:

JEM Computer Systems is an Australian-owned company based in Sydney, providing ICT management and support to small and medium-sized organisations across Australia since 1997. They are leaders in IT, serving clients in various industries with expertise in technical solutions, including roll-outs, virtualisation, storage, and network deployment.

Problem with big telcos



"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 action."

Matthew Smart, Operations Manager at JEM

Working with large wholesale carriers has not been as smooth as anticipated for JEM. Despite the benefits of scalable procedures of larger carriers, out of the box requests were their achilles heel. Not being able to escalate issues because of rigid processes and red tape left JEM's internal teams frustrated and helpless as they struggled to get resolution and outcomes for their customers.

"We have a relationship with Hosted Network where we are able to phone when there's an issue, get an issue resolved and speak to someone straight away. Not sit in a queue, not just become a ticket number. The Tier 1 telcos are pretty rigid in what they do, their products are already set. Hosted Network work with us to design bespoke solutions for our customers.", added **Travis Moore**.

The inability to develop bespoke solutions and the challenges they had with escalating and receiving priority support from major carriers, ultimately impacted the quality of service JEM were able to provide to their customers. They went on to seek a provider that is as agile as they are.

Local provider, higher grade of service

"The main thing that we really like about Hosted Network is that it's a smaller team providing big service. We can put a name to a face and effectively ring someone and go, "We've got a problem. How do we deal with it?" And we get a very quick and prompt service. We don't have to deal with the political red tape that you see with the bigger carriers, and we're still getting a high grade of service." - Matthew Smart

JEM found Hosted Network's personalised, transparent and outcome-based approach refreshing and the reliability of services rivaling those of larger providers. While volume discounts played a key part in the commercial decision for JEM to migrate to Hosted Network from one of the largest carriers in the industry, the ability to be able to provide their customers with varying carrier services, obtain support by simply picking up the phone and the willingness to help even when issues were not directly with Hosted Network, significantly contributed to JEM moving forward with a long term partnership with Hosted Network.

Unparalleled communication and support

"Delivering projects is made a lot easier because the information is readily available and updates are frequent. [The Partner Portal] has made it a lot easier to navigate through [projects], and deliver services to customers. At 3 o'clock in the morning you wake up and go "oh my god, when is this happening?" You can jump online and find out." - **Matthew Smart**

With numerous service addresses and phone numbers to qualify and review, JEM and Hosted Network collaborated closely to coordinate the migrations with minimal disruption to JEM's end customers, a crucial element to JEM who cater to businesses that operate 24/7. To streamline the delivery of projects including mass service migrations, Hosted Network sets weekly project management meetings with partners to maintain visibility and accountability across all involved teams.

This proactive approach enables open lines of communication and swift identification of potential issues, minimising issues and headaches along the way. Hosted Network's partner portal further supports streamlined communications:

Partnering with Hosted Network for their telco and cloud needs, JEM hasn't looked back from the frustrating experience of navigating automated phone trees and reaching live agents with the major telco players. *"Innovation wise, given the relationship we have working with Hosted Network, as we find there are more needs of our customers, open conversations happen with Hosted Network and we can jump on a call and talk about it... Everyone here enjoys working with Hosted Network whether it's the sales, technical or projects team. We have the same value system and that's made the relationship that much easier."* added **Matthew Smart**.

End-results

MSP

- Improved profit margins from bulk migration discount
- Reduced margin burn and faster resolution with access to self-diagnostic tools
- Ability to escalate and achieve customer outcomes without redtape
- Enhanced visibility of projects and time savings spent project managing installs and cutovers
- Flexibility to build bespoke and integrated solutions tailored to their customer's requirements
- Ability to provide varying carriers and access technologies with a single provider
- Open, transparent and innovative relationship with wholesale provider with dedicated Account Managers to help scope and quote opportunities
- Enhanced team morale working with an agile provider
- Improved margin with the ability to provide end-to-end cloud and telco solutions

End-customers

- Enhanced customer experience
- Increased business uptime and operational efficiency
- Improved network resilience and reliability through SD-WAN solutions and multi-carrier technologies
- Flexibility in service options tailored to budgets and business growth plans

Why partner with Hosted Network in delivering connectivity?

- Unlike the major telcos who often just pass the buck, we assist with the end-to-end diagnostics for all the services you purchase from us.
- Access to Service Health and Service Qualification Tool for enhanced support and faster resolution times.
- Demonstrate greater value to protect your customers' network and ensure business uptime and productivity with our suite of connectivity solutions including SD-WAN, SecureNetwork, Private Networks and Managed routers
- Ensure security of your customers' data traffic when connectivity is coupled with other Hosted Network services, including IaaS, VoIP, backups, and more.
- We provide complete end-to-end solution engineering and assistance so you can focus on growing your business.



Speak with our sales team

Partner with us

