

Freedom Too Move Simplifies Complex Office Move with Hosted Network's Solutions Concierge Service

Challenges

FCF Management Pty Ltd engaged Freedom Too Move to streamline the IT systems of three subsidiaries, each with its own management structure and infrastructure, into a single, cohesive solution. They faced a complex set of challenges including:

- **Complex Business Structure:** Each of the three companies had different management and IT systems, complicating the move
- **Resistance to Change:** The two other entities were hesitant to transition their Internet Connection from their current and known provider to a network manager they did not have experience with
- **Mission-Critical Operations:** Subsidiary IT operations required a guaranteed up-time service level with no tolerance for interruption due to the critical nature of their business and processes
- **Tight Timeline:** The project had to be completed within a tight timeframe, necessitating efficient planning and execution

About Freedom Too Move (FTM IT Services)

Founded in 2004, Freedom Too Move provides expert solutions in technology, network management, sales, coaching, eCommerce support, and security. Specialising in virtual, hosted, and onsite platforms, they ensure scalable, secure systems that adapt to business growth. Freedom Too Move is committed to continuous learning, actively listening, and asking the right questions to effectively support businesses and their teams.

Solution

Hosted Network was instrumental in addressing these challenges by providing a unified internet connection that simplified FCF's complex IT infrastructure.

Hosted Network Solutions Concierge service engaged with Freedom Too Move to:

- **Scope** - Understanding the business requirements and pain points of current and future business needs is vital to providing the right solution that is future-proofed
- **Design** - Technical and best practice advice
- **Documentation** - Wording and visual diagrams
- **Project Managed Implementation** to ensure a smooth and successful implementation

Proactive communication, quick response times, and clear explanations instilled confidence in the new IT system among stakeholders and helped overcome resistance from internal project managers and stakeholders. This collaboration ensured alignment and comfort with the new service, leading to a smooth and efficient transition.



"When we knew the move was going to happen, we didn't even hesitate to use Hosted Network. It was a no-brainer for us. They were the first people we called, and we didn't consider anyone else. Their support was instrumental in ensuring a successful transition."

Leone Avery-Thompson, Founder, Freedom to Move

Results

The partnership between Hosted Network and Freedom Too Move delivered remarkable results for FCF, exemplifying the effectiveness of Solutions Concierge. By combining expert consultation, customised planning, and proactive support, they transformed a complex office relocation into a seamless transition. The project was successfully completed within the timeframe, with FCF and the other businesses now operating on a single, shared internet connection with full redundancy.



Hosted Network's Solutions Concierge

Simplify your next project with Hosted Network's Solution Concierge, offering comprehensive support from design to implementation. We handle scoping, technical design, documentation, and tailored pricing, ensuring future-proof solutions for cloud compute, multi-site WAN, complex voice setups, and cybersecurity. With co-selling assistance and dedicated project management, we ensure seamless rollouts, even for complex migrations.

Get in touch with us!

To learn more about how Hosted Network can help you with your end customer needs, get in touch with us via phone at **1300 781 148** or email us at [**sales@hostednetwork.com.au**](mailto:sales@hostednetwork.com.au)

