Case study | Kris Carver (ENTAG)

As a business, do you still see your internet and data access spend as a cost? Businesses on the Sunshine Coast are flipping this traditional view on its head and seeing it as an investment to which return in gained. These businesses are not IT centric but are traditional companies as diverse as solicitors to plumbers.

With a mix of internet access now available businesses can take advantage of world leading applications to significantly change their business operations and become far more productive. Practically, what does this look like?

Service and trade providers with between 3 - 15 team members and vehicles on the road have invested in mobile internet access, tablets and an application that enables team members/vehicles to be automatically dispatched to the next closet work order based on location. This has enabled the businesses to reduce the outlay of team members & vehicles to handle the current work load, provide a greater customer experience due to shorter travel times and more accurate arrival times. The business owners are achieving greater flexibility for themselves as they access key business information from anywhere.

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Professional service providers are reducing time spent chasing signatures and providing their clients with a superior experience by utilising applications that enable documents to be electronically signed on any screen. Not only does this improve turnaround times greatly, automatic archiving, business work flow integration and efficiencies are changing the way the businesses operate. As non-productive follow up costs reduce and customer experience improves the professional service providers are maximising their return on investment.

All types of businesses are shifting from expensive hard to access on premise file & email servers to high availability, easily accessible collaboration platforms with unlimited storage hosted in world leading data centres. This allows team members, suppliers, customers, vendors etc to all share, collaborate, view key business information as required. This can be as simple as sharing video's and/or marketing material to your clients without smashing your internet services with large attachments or huge emails through to collaborating with several team members at once on a specific project or documentation. Businesses have fingertip access to all their business-critical information and can easily work from anywhere.

Paper is disappearing fast; business processes are being automated throughout the region's businesses with forms now being replicated from paper to electronic form and integrated into business applications or programs in hours rather than days or weeks. Double handling, missing fields, errors are all reduced and productivity and efficiency is gained.

All of the above-mentioned solutions are set up to work in any size business from 1 - 2 employee businesses to large enterprise and priced at user level to ensure you are only paying for what your business needs. Access to the internet is only a small part of enabling your business. There is a vast array of options to assist your business in all areas from simple backup solutions to world leading applications that your business can deploy and integrate into your business processes today.