



**everywhere,
together.**

Case Study
Federal Government Department



**Federal Government Department finds
perfect partner in Omnia Technology®.**

Customer Background

This Federal Government department is responsible for providing access to social, health and other payments and services throughout Australia.

They offer a range of health, social and welfare payments and services including a universal health insurance scheme, social security payments and services and child support schemes.



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This Federal Government department was seeking a hardware support partner with a difference.

A partner that could provide a single point of contact and deliver a combination of IT and Data and Power Services, with adequate resources to provide an end to end solution to a nation-wide roll out of large format digital signage for call centre locations throughout Australia.

Business Objective

The Challenges

Hardware installation was not a core service offering of this Federal Government department, so they needed to partner with an IT hardware support company with the required skills and experience, able to deliver the project in a very tight time frame.

They not only needed a service provider with high service standards and high levels of expertise, but also a service provider with the resources to manage a nation-wide rollout.

Furthermore, they also required a service provider who could provide additional services including custom fabrication, provision of parts, consumables, fixings, mounts, and specific materials prepared to a standard prior to installation.

To complete the list of challenges, there was also considerable time pressure due to the fact that the project had already been delayed by several months, as a result of a previous supplier failing to meet expectations.

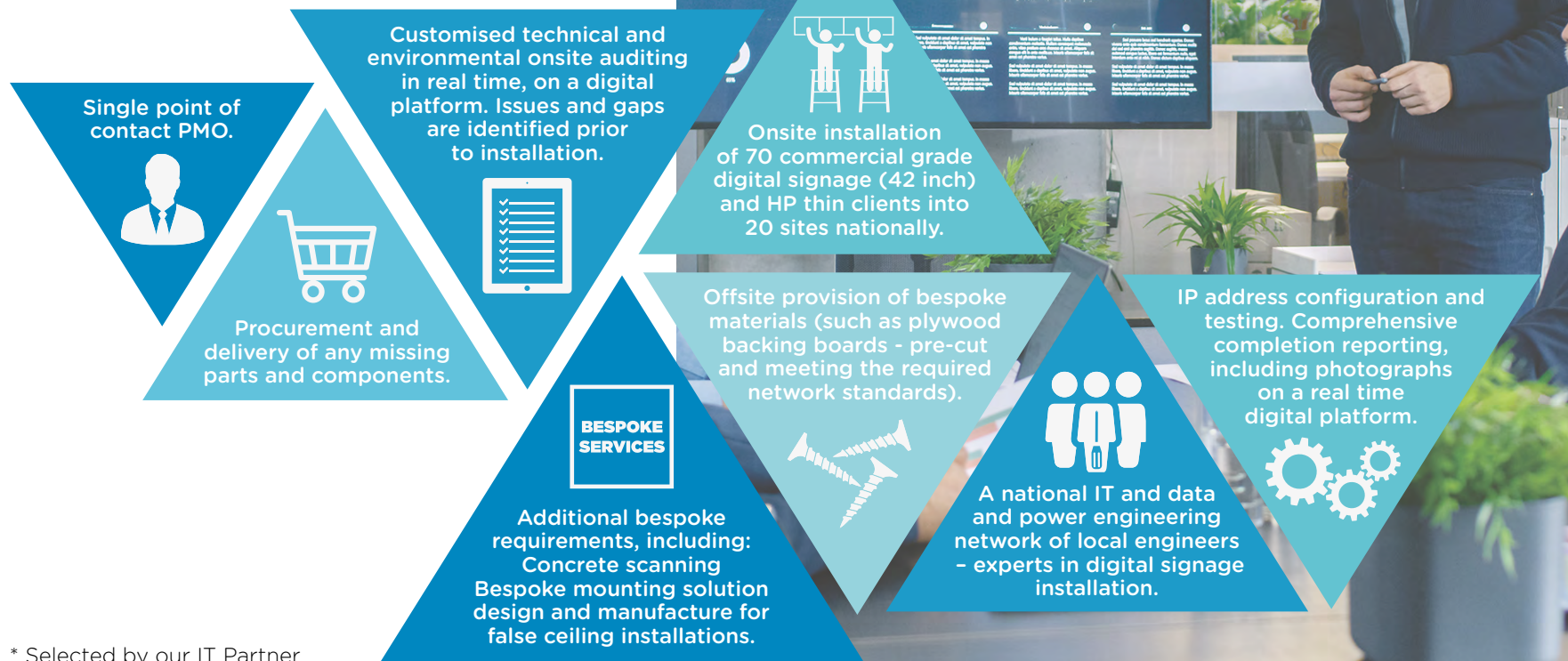
challenges

Omnia Technology[®] was selected* to support the Government department for this project. They could see that Omnia had the expertise, track record and resources to meet the challenges at hand.

Lead by Lathan Sutrave, Director of Operations, Omnia conducted a comprehensive site audit and project scoping, which resulted in a bespoke deployment solution.

The deployment solution was based on the unique and time urgent requirements of the project and took advantage of Omnia's core services.

The Solution



* Selected by our IT Partner

Results

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The nation-wide roll out of large format digital signage for Government Department call centre locations throughout Australia was delivered as per the agreed scoping.

In Omnia, this Government Department had found an IT deployment partner with a unique set of service offerings, covering both IT and data and power services, with the resources to achieve single visit installation, per site, nation-wide.

Customer Details Federal Government Department
Industry Federal Government
Project Nation-wide roll out of large format digital signage for Government Department call centre locations.

Challenges

- Finding an IT Services company in Australia with the expertise and resources to manage a national hardware roll out.
- The need for a hardware support partner with both IT plus power and data services capabilities.
- Additional time pressures due to the failure of previous service provider to meet expectations.

Solution

- Omnia Technology[®] was commissioned to manage this project on behalf of the Department.

Results

- The nation-wide roll out of large format digital signage for Government Department call centre locations throughout Australia was delivered as per the agreed scoping.
- The Department enjoyed a completely hands-off engagement with their IT deployment partner.
- The Department has found a proven hardware support partner for the long term.

The deployment involved complex installations with environments that were unique in every possible way, at each location.

Thankfully for the Department, Omnia had the experience and flexibility to design bespoke solutions each step of the way, so the national rollout went smoothly, installation by installation.

The key resulting benefit for them was the enjoyment of a completely hands-off engagement with their IT deployment partner, meaning they could focus with peace of mind, on their core business, knowing their non-core business program was in good hands.

The result for Omnia was an ongoing business partnership, supplying additional requirements for new call centres, relocations and closures. Win win!

results

contact us today

To learn more about how Omnia Technology[®]
[can help your business](https://omniatech.com.au) visit omniatech.com.au
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