



RayWhite

Ray White & Over the Wire
Partnering for Success



Ben Cowie **Head of IT Operations**

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Challenge:

To deliver an integrated solution that provided the client with a higher degree of responsiveness, flexibility, and proactivity.



Solution:

- ▀ Data Centre Colocation
- ▀ Network Management
- ▀ Internet
- ▀ Voice
- ▀ Private Cloud

Ray White's Situation

As the largest Real Estate Provider in South East Asia, Ray White offers more than 140,000 properties for sale each year. Having become disenfranchised with some of Australia's largest telecommunications providers they switched their services to Over the Wire in 2014.

"We found that when anything went wrong, our previous provider was taking a view it wasn't their fault and they simply refused to accept any responsibility for things that happened inside of their organisation" stated Ray White's Head of IT Operations, Ben Cowie. "We found that behind the front door the capability was just poor...any Level Two issues that happened were very time consuming and difficult to resolve and it was impacting our operations."

"We saw a real opportunity with Over the Wire to gain a partner as opposed to just a provider." Ben Cowie - Head of IT Operations.



The Strength of a True Partnership

Unlike the larger providers, Over the Wire has not been set up to work as a series of discrete departments, but as a single centrally managed team. Because the organisation doesn't work on the same silo-based structures as the larger providers, it can deliver a higher degree of responsiveness than customers would typically see in the industry. This organisational interconnectivity is critically important to clients using a variety of different services like Voice, Internet, Colocation, Network Management and Private Cloud solutions.

"In anything we do, we are looking for an open and honest relationship. Clear communication, responsibility, and accountability come first and foremost. We certainly considered Over the Wire's size from a risk management perspective, but we felt that Over the Wire's business was solid...that their commercials were strong and they had a growing customer base including larger organisations like ourselves," said Ben Cowie.



Looking Forward

Ray White has been looking to technologically transform their 115 year old organisation over the next few years and move towards an increasingly outsourced IT environment. By doing so the group is looking to create a hybrid cloud environment so that they can augment the internal capabilities of its staff with the specialist expertise of external organisations.

“We saw a real opportunity with Over the Wire to gain a partner as opposed to just a provider”, Cowie remarked.

“Part of what attracted us was the technical capability of Over the Wire’s staff, the ability to have discussions with account managers who understand the situation and can respond quickly by engaging the appropriate technical resources from within their organisation.”



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