

Case Study

Inspire CA can focus on adding value to their customers by relying on cloud infrastructure.

Segment:

- Enterprise

Services:

- Cloud Servers
- Desktop as a Service

Inspire CA needed:

- Ability to work remotely
- Easy sharing of applications and information between staff
- Responsive technical support

CloudCentral provided:

- Rapid provisioning
- Assistance with setup
- Reliable services with a Service Level Agreement
- 24/7 support



About Inspire CA

Inspire CA are chartered accountants and business advisors who do things a little bit differently. They create full client solutions that include bookkeeping, invoicing, timesheets, payroll, chasing debtors and automating administrative tasks. Ben Walker started the business because he was frustrated with the way the accounting industry operated.

Unlike normal accounting firms, Inspire CA doesn't charge by the hour, and doesn't charge for the little things like short phone calls or emails asking for advice. The organisation encourages communication as this enables them to increase bottom line results for their clients through process improvements. Inspire CA exclusively uses Xero to help clients to do their bookkeeping and invoicing more efficiently.

The Challenge

Ben didn't have a lot of IT experience, but he did know that he wanted to run his business software on a cloud solution. "I prefer having access to key information from anywhere in the world. It's also good to be able to change and not have to rely on our own hardware to run those programs," says Ben.

As he has limited technical knowledge, Ben was looking for a provider who could help set up his solution and teaches him about best practices.

Lastly, Ben needed to be able to share key software programs between several members of staff. For example, he previously ran some software on a laptop that had to be shared between several different team members. "Only one person could work on it at any time and it was just really slow. We were also

“Brilliant service for a very decent price.”

Ben Walker, CEO

worried about the lack of redundancy and security. A laptop is easily dropped, broken or lost, and it doesn't back itself up. It was a big problem that needed to be fixed”, says Ben.

The Solution & Benefits

Ben found the personal support to be very helpful in setting up and maintaining his system: “When I was looking at different options, I needed something done, and quickly. I was getting quoted lead times of two to three weeks from other organisations, but CloudCentral was able to provision the service immediately. They helped me a lot in the initial stages to understand what we needed.

“I'm an accountant, not administrator, so I didn't have enough expertise myself. Kris [CEO, CloudCentral] has always been very responsive and helpful, and has saved me thousands of dollars on my infrastructure. CloudCentral helped set up a lot of the back end of it as well, even specific settings I needed.

“Support is just very responsive. I had a question a couple of weeks ago and got a reply that same day,” says Ben. “And the great thing is, that level of support is included for free.”



Ben Walker, CEO of Inspire CA

About CloudCentral

CloudCentral's cloud infrastructure services are provided on-demand, with a true pay-as-you-grow model with no upfront costs. CloudCentral delivers services from its Australian data centres, and provides you with the confidence that your customer data is not transferred overseas. Consume on demand at optimum performance, so you can accelerate time to market while innovating at a lower cost of ownership.

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