



RESELLER CASE STUDY

OFFICE INFORMATION AUSTRALIA





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ABOUT OFFICE INFORMATION AUSTRALIA

Established in 1991, Office Information Australia (OIA) is a premier supplier of information management solutions throughout the Asia Pacific region.

With over 200 clients and 20,000 end users supported, OIA's Consulting and Professional Services team deliver a full-service model to their clients. Their services include strategic planning and procurement through to implementation, asset management and on-going support through its managed services offering.

Serving customers in a variety of industries including Resources and Mining, Professional Services, Retail, Food, Government and others, OIA is a trusted partner for their clients across the region.



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PROBLEM

Many of OIA's customers are trying to save money, free up capital and ensure flexibility in their IT infrastructure; while still delivering to their clients.

"One of the biggest challenges for our clients in Western Australia is the turnaround from their vendors. Waiting two to four or more days for parts is a real challenge - especially for our clients with mission critical systems and those operating 24/7 services." said Andrew Bagnara, Customer Success Manager at OIA.

Many of OIA's customers want more than the standard vendor warranties which rely on out-of-state or international warehouses for parts.

Given the deep, trusted relationships that OIA has with its customers, OIA were seeking a more suitable, and local, solution to offer that still met their own high standards.



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AND DICKER DATA HAS BEEN
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● Interactive supported locations in Western Australia

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SOLUTION

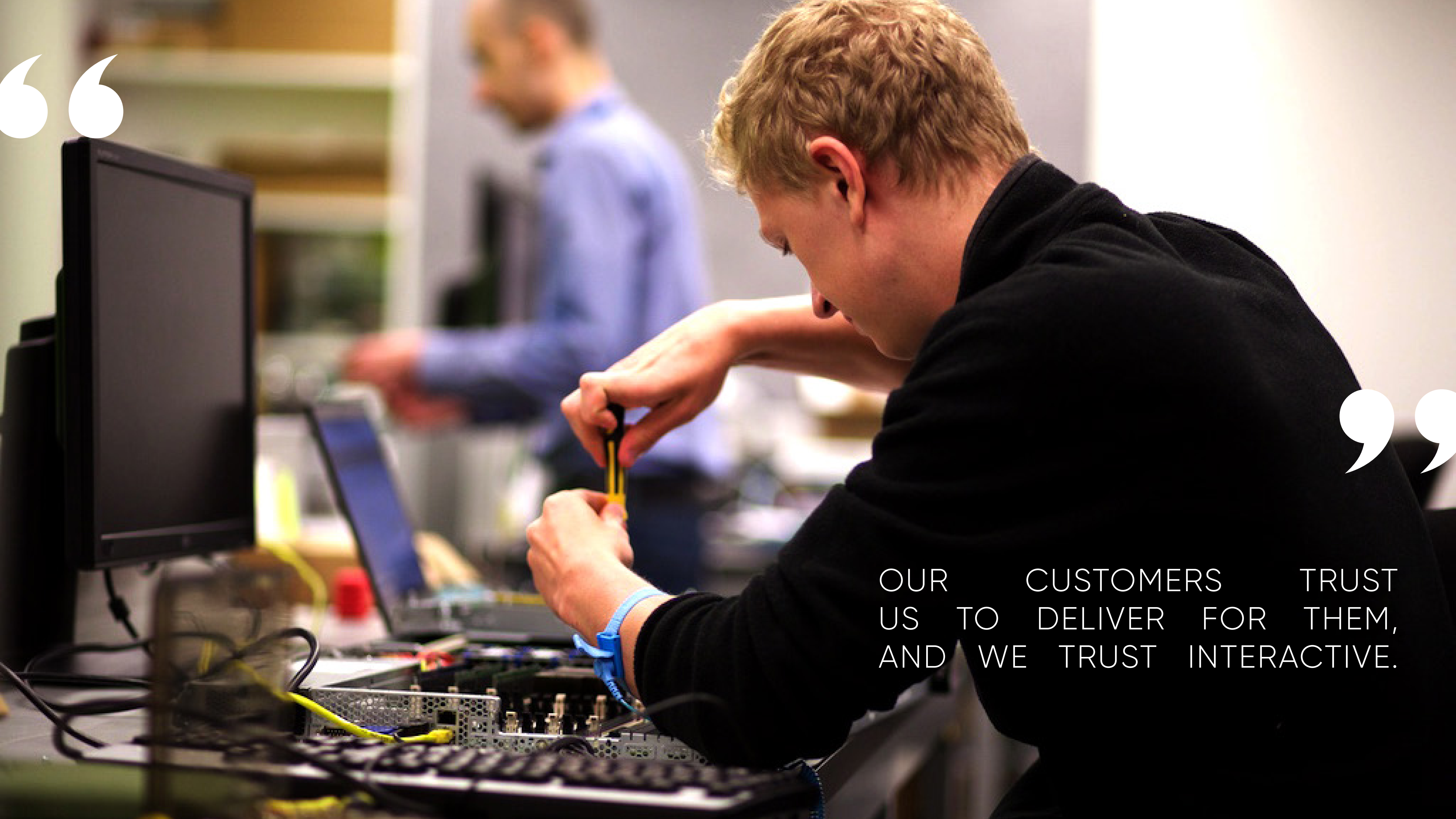
OIA solved its clients' downtime by partnering with an infrastructure services provider who could deliver service in Western Australia, wherever they were needed.

OIA and their clients now have the peace of mind that the part they need is in Perth, available, and an engineer can be on-site in as little as 2 hours.

Interactive's commitment to 100% part availability removes a major barrier for their remote customers.

Add Dicker Data's fast quoting, online portal for orders and ease of doing business and both OIA and their customers have a solid solution for their infrastructure support needs

"Interactive has been a partner to us for a few years now and we have never had a poor experience. They do exactly what they say they will and their team are very experienced. Our customers trust us to deliver for them and we trust Interactive."



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OUR CUSTOMERS TRUST
US TO DELIVER FOR THEM,
AND WE TRUST INTERACTIVE.



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ABOUT INTERACTIVE

We are Australia's largest privately-owned IT services provider.

We're 650 innovative, talented and hard-working people who form one unified team. We're the tried and tested force enabling resellers to continue to move forward and grow.

We support their clients' critical devices all over Australia & New Zealand, allowing them to focus on their business. In simple terms, our resellers trust us.

We're an IT company and we **keep technology human.**

With over 33 years in the hardware maintenance arena, we have learned that success is borne of a commitment to excellence. Our engineers are constantly upgrading their skills and yet we are still able to support equipment long after the vendor does not.

With a 100% parts availability guarantee, our resellers know they can rely on Interactive as their customers rely upon them.

Partnering with Dicker Data, we provide resellers nationally with service levels, access to skills and an ease of doing business that makes us the first choice for many, and suited to all.



Infrastructure Services | Network Services | Hardware Maintenance

www.interactive.com.au