

RESELLER CUSTOMER STORY

Inkline IT

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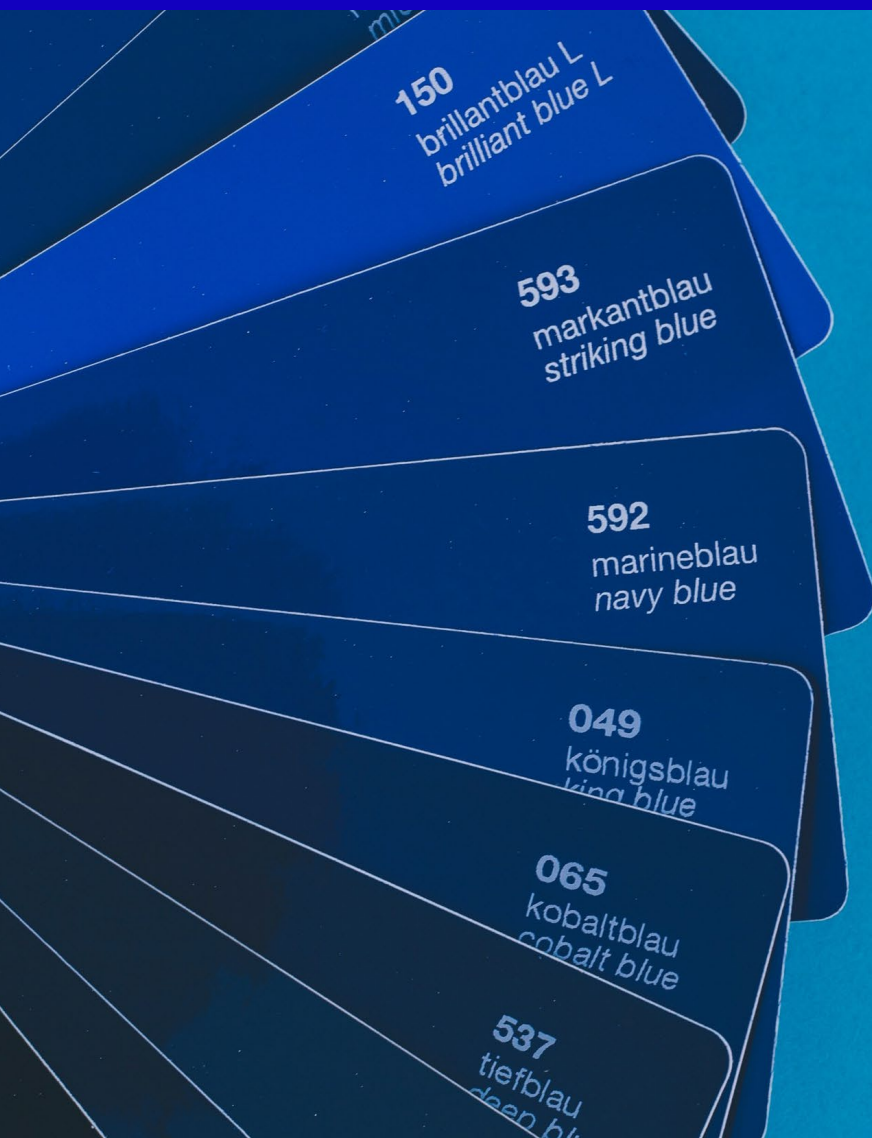
About Incline IT



Established in 2009, Incline IT started by supporting clients with managed print solutions. Their clients range from small architectural firms through to large online organisations. All of whom come to Incline IT for a solution to their specific IT needs.

From managed print to a fully managed service for their infrastructure, over 200 customers have come to depend on the employees at Incline as their trusted partner in IT.

Incline IT's team of 15 staff are relied upon to maintain the IT infrastructure while their clients focus on delivering their business services to their customers.



Problem

One of Incline IT's major customers is Carsales.com.au, a wholly online organisation that relies on IT as a key enabler of their business.

"Carsales relies upon their 3PAR SAN infrastructure as a key enabler of their offering." said Craig Amour, Director of Sales at Incline IT.

"Having such a critical piece of infrastructure unavailable for longer than a few hours has a significant impact on their ability to deliver to their customers. That's why we recommend Interactive."

Incline IT work with their customers to assess the criticality of the infrastructure and then offer a tailored service level to match.

Flexibility is key, but so is quality of service, something that Incline IT pride themselves on.



As a trusted partner, our credibility
and reputation is based on who our
partners are.

With Interactive, it is a perfect fit.

Solution

Incline IT delivered the peace-of-mind Carsales was looking for by quoting Interactive's infrastructure services.

From maximising the life of their expensive assets to having the certainty of continued operation, Incline IT is pleased that the Interactive infrastructure support solution is working for carsales.com.au

"It gives them confidence that their infrastructure will remain available and, in the event it did fail, they have the backup of parts in Melbourne and an engineer less than 2-hours away any time of the day."

With service levels that exceed those of the vendor, Interactive's infrastructure services are a perfect solution for mission-critical infrastructure requirements.





Everyone we have moved to Interactive stays, mostly due to the quality of the service.

Boost your business

Get in touch with the Interactive team today.

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🌐 interactive.com.au