



ACRODATA CASE STUDY: Hosted Solutions

Onstream

Onstream is a professional services firm offering advice and assistance with IT, procurement, billing, payroll public relations and secretariat needs. Onstream employs over 60 staff state wide and have offices in Hobart and Launceston.

INSIGHT

The increasing interest in SaaS has been generated by its ability to combat many of the issues plaguing traditional software products, including the costs of installation, maintenance and upgrades needed to keep software performing at its peak. As well as this, SaaS products have revolutionised the way that individuals and businesses share documents amongst each other, saving time, money and increasing organisation efficiencies.

OBJECTIVE

To provide an online repository to house the hundreds of thousands of water and sewerage invoices that are sent to homeowners each year. To ensure that customer service personnel located all around the state could easily access the data it was critical that the solution be web-based.

STRATEGY

The creation of an easy to use, secure online repository to house the data. An important element to the Acrodata service involves being flexible to client needs and ensuring that the provided solution fits seamlessly with current business systems. The solution provided was easy to use and simple in design, yet sophisticated enough to allow to full-text searching and minimal search delay.

EXECUTION

Within 48 hours of engagement Acrodata had commenced uploading the hundreds of thousands of invoices to the data room and the system was able to go live within 48 hours of engagement.

RESULTS

The data room has been a major success for Onstream and Acrodata. The solution has been highly reliable since implementation and is yet to experience any downtime. The simplicity of the solution allowed for a quick transition by Onstream's customer service staff and for client data to now be accessed efficiently and securely from all customer service points.



"Acrodata provided us with a hosted solution that was up and running in a couple of days, with a fixed monthly fee. They were responsive to our needs and the fact that it is a SaaS based solution allowed us to avoid the need for investment in infrastructure in the start up phase".

Andrew Beswick
CIO
Onstream



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