



## Sensis SOE Rollout Delivered by NGage Technology Group

Sensis is Australia's No.1 marketing services company with Yellow Pages, White Pages, TrueLocal, Whereis, Skip, search engine marketing and optimisation services, website products, social, data and mapping solutions and through its digital advertising agency, Found. Sensis is also Australia's largest print directory publisher including the Yellow Pages and White Pages.

### CHALLENGE

Sensis had a requirement to deploy over 250 Toshiba devices to sites around Australia. Timing was paramount for the deployment with a narrow window between having new devices available and disposing of the old equipment with minimal effort by the internal Sensis IT staff.



### SOLUTION

NGage Technology Group was selected as the trusted partner to deliver this project. The solution provided by NGage ensured that the devices were deployed to all relevant locations, ready for use, without having to be touched by the internal IT team.

This involved the following:

- Imaging of devices through SCCM
- Asset tagging
- Adding serial numbers to device bios
- Direct shipping to capital city and regional sites
- Disposal of packaging for individual machines
- Warranty registration and management, and;
- Reporting to Sensis and multiple partners on device information.



### BENEFITS

The implementation of NGage's deployment solution provided a number of benefits to Sensis:

- No double handling of devices as NGage undertook the entire setup and shipping without having to be sent to Sensis head office then out to offices
- Machines were fully imaged and tested prior to going on site, ensuring no issues were encountered when the devices arrived on site
- Reduced effort and time saving for internal Sensis IT staff, enabling them to focus on more complex technical issues and core business, and;
- High internal customer satisfaction was achieved as devices arrived on time and ready to go, with no additional setup required on site.

### QUOTE

We are often pressed for time when requiring I.T. equipment and NGage are responsive to our needs, particularly with our laptop rollout project, the laptops had to be sent all over Australia to meet existing changeover deadlines.

From quoting the equipment, to imaging of machines and delivery, all touch points with NGage were monitored by their staff, with timely status updates.

The customer focus that they provide is what we're looking for when we choose suppliers.

The project was ambitious and even though the project had tight timelines for delivery, our customers had a fantastic outcome and experience thanks to the effort by all of the staff at NGage Technology.

#### Rupesh Kapadia

GM - TECHNOLOGY SERVICES AT SENSIS

(Contact details provided on request)



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**Rupesh Kapadia**

GM - TECHNOLOGY SERVICES AT SENSIS

# About Us

NGage Technology Group invest in new and disruptive technologies and partner with the best vendors and brands, so we are able to provide solutions that are a strategic fit and add value to your business.

We can help you use your I.T. assets to grow, manage and streamline your business. Our strategic partnerships with manufacturers, distributors, vendors and wholesalers can offer you the widest range of products at 'beat the competition' prices. We provide all customers with world class service.

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