

MATTERS

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THE HAPPINESS ISSUE
ISSUE 88

WHAT MAKES
YOU HAPPY?

LOCAL SUCCESS
BEAU SMALL

SUCCESS IS NOT
THE KEY TO HAPPINESS
HAPPINESS IS
THE KEY TO SUCCESS

The Pursuit
of HAPPINESS

WHAT MATTERS MOST
ON THE SUNSHINE COAST

BUSINESS MATTERS | LIFE MATTERS | COMMUNITY MATTERS | SUNSHINE COAST MATTERS



IS YOUR COMPUTER STILL MAKING YOU HAPPY?

Do you remember the day when you first laid eyes on your beloved computer? All your computing dreams were to come true with this new shiny piece of hardware! You were so happy!

The excitement of being able to complete your daily office tasks more efficiently and the speed of the new system filled you with joy. But, as the years passed, your poor old PC grew slower and slower and your requirements of your beloved PC changed to suit your job role.

To truly get the best from your computer it must suit your daily duties; for example, if you are a salesperson who travels to meet with clients, you would be looking for a slimline laptop with a durable but fashionable look and feel to suit your image.

If you are an office worker, you want a computer that is fast, reliable and that just works every time.


If you are a contractor, you would want your mobile computer or device to provide your clients onsite instant access to invoices to get paid more effectively.

Just like your car your computer needs regular servicing and updating to ensure it continues to meet your needs and make you happy.

Start looking at your computer with a different mindset, an out-of-the-box approach to 'How can I best use this technology to set me apart from the rest?'

Is your computer holding you back? Ask yourself these very basic questions:

- Is my computer delivering me fast and reliable services?
- Does it suit my job role?
- Am I using the latest technology to give me a leading edge in my industry?

Maybe it's time for an upgrade to the latest computer hardware. 



CORRIE ATTNEAVE
Secure Access

Having been in the IT industry for over a decade, Corrie Attneave is always looking for the latest technology trends in order to design IT systems that allows businesses to streamline their processes. A key part of this is building relationships with clients who then become friends, and being considered a business partner who offers professional advice.

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BETTER BUSINESS TECHNOLOGY



Local I.T. Company Secures ACCESS TO SUCCESS

Coming up to his company's 20th year on the Sunshine Coast, local technology provider Secure Access director, Jason Garland, shares his secrets to longevity and business success.

Jason Garland, director of successful local technology provider, Secure Access, believes longevity in business is all about knowing what drives business. It's about understanding the unique strategies and objectives of each individual client that you partner with.

With this approach, Secure Access has provided technology strategies and systems specifically tailored to the various businesses they work with.

"Technology is no longer just a means of record-keeping and sending emails; it also plays a unique role in the modern business that needs to achieve one of two objectives: either to provide operational efficiency within an organisation that will allow the facilitation of growth, or to provide a platform that will engage customers and drive revenue," Jason said.

Geographically, Secure Access's main service region covers Wide Bay through to Brisbane CBD. Its reach also extends to the Gold Coast and, in fact, almost all states and territories nationally. The company's support for their clients sometimes stretches even further, with some trading internationally.

"Our portfolio of clients falls across most of the major economic industries on the Sunshine Coast," said Jason.

"Some of the industries we have extensive experience supporting include large entertainment venues and theme parks, GPs and specialist medical practices, the health and fitness industry, construction, education and many professional services, such



Jonathan, Jason and Corrie

as accounting, law and real estate. We also have several strategic partnerships with local Chambers of Commerce."

I asked Jason about the major problems facing his clients, and the methods he uses to help them solve those problems.

"The most common issues found with clients we deal with is that they have overcomplicated, inefficient or insecure infrastructures. Working to discover what the key business drivers are, and then tailoring a solution to their needs to simplify and address the identified problems in alignment with business strategy, is what we do best", he said.

"We have close relationships with our clients as business technology advisors and often engage at executive and board level. We provide regular business reviews to make sure we know their upcoming position in the market, the challenges they may face and to keep them current with technology strategy."

One specific business that Secure Access has been able to help was a Sunshine Coast-based consulting company comprising 25 staff. The company works with clients all over South East Queensland, providing design and project management services.



The challenges this company faced included:

- Aged onsite IT infrastructure
- Frequent server failure causing operational impact
- Technology design lacked the flexibility to support future business growth and strategy
- Technology did not provide and support the desired administrative operational efficiencies

The company wanted to expand into three new geographic areas outside of the Sunshine Coast within a five-year period. They needed to mobilise their workforce and expand into different markets without requiring extensive office space in a set location.

Their business objectives were to:

- Implement a technology platform that would provide staff access to all of the tools needed for any location and simplify communication.
- Ensure the entire technology platform was maintained for maximum operational continuity
- Reduce the amount of paper required to be carried by staff between jobs
- Invest in technology under an operational expenditure model rather than capital expenditure

Secure Access implemented a hybrid cloud solution which comprised of a number of tools, including:

- The Microsoft Office 365 suite of tools including Exchange Online for email, calendar and task collaboration, plus Skype for Business for meetings and staff collaboration and Xero for accounts
- Secure Access SecureShare Cloud file sync and share solution to provide anywhere access to documents and allow sharing of files with external vendors while maintaining data sovereignty
- Secure Access SecureTel cloud-based phone system to reduce call expenditure and provide a flexible phone system that could be used with handsets and also on staff computers and mobile phones

- Addressed internet connectivity with business grade services and established secure communications between locations with next-generation firewalls
- Created a standard operating environment based on Microsoft Windows 10 and Office 365 to maintain staff continuity, provide the most productive operating environment
- SecureIT 360! Managed support plan to ensure ongoing support and business continuity and provide fixed cost control for support per user.

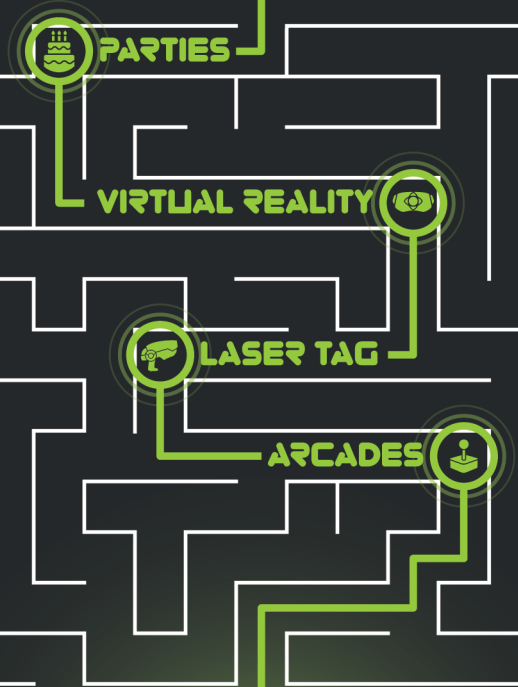
The Outcome

- Achieved a productive mobile and connected workforce with ease of communication and access to data on the go and when needed.
- Supported the opening of offices in Brisbane and the Gold Coast
- Staff now have access to all the tools they need to wherever they need or choose to work.

Lastly but most importantly the thing that makes for a successful business is the team. Jason sits at the top, he is Director and chief of technology, he has been obsessed with technology from as far back as he can remember. Jason says, "We have a brilliant team including our two Business Account managers Corrie and Jonathan who both have extensive technology background and are dedicated to delivering strategically aligned technology solutions to our clients while also maintaining close business relationships. You will often see them at many local networking events and supporting great charities. Coupled with a group of outstanding technicians who range in technical ability and qualifications. The team is super important to us as they are the core of the business and not only work hard but they are consistently researching, training and testing current and existing programs, machines and everything I.T. These guys really are the best of the best and we are a lucky company to have them work alongside us." 

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