



Over the last 40 years, Fitzroys real estate agency has built its reputation on integrity, knowledge and tangible results. In reflecting these values, StepFwdIT delivered a reliable, high performance, cutting edge IT environment that allows Fitzroys to successfully support its broad client base.

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#### The problem

Fitzroys was attempting to do business while battling constant network performance issues; there were setup flaws in the terminal environment, and a limited disaster recovery plan. Server clustering technology and load balancing were not being used, which impacted Fitzroys' productivity and efficiency. The company also faced difficulties with its email; the sheer volume of spam affected network speed and tied up staff who were wasting time sorting through an abundance of superfluous email.

#### The StepFwdIT solution

StepFwdIT began by establishing an open line of communication with Fitzroys' staff members to work closely with them until issues were resolved. Based on information from the ongoing feedback loop, StepFwdIT then initiated a review of the accounts on the terminal environment, the virtual server network and the disaster recovery process.

Server clustering was introduced, along with load balancing within the terminal server environment. Email send and receive connectors were centralised and external email filtration reduced the incoming load significantly. Faster storage for client data was introduced, along with an improved profile system.

Lastly, following subsequent review, StepFwdIT rolled out a dedicated, cross-site firewall solution that meant instant improvements in internet speed and reliability.

#### How it's helped

Fitzroys' network was degrading, and StepFwdIT's fixes have not only repaired the network but have also yielded long term benefits. Email traffic has been streamlined and staff members are no longer spending time managing redundant emails.

Staff no longer rely on a single onsite device to manage the email filtration and offsite filtering has stopped an average of 67,000 emails (5.8GB), resulting in a clutter free system. Allocating hardware for backups at an offsite data centre has also resulted in an automated offsite backup solution, removing the need for staff to manage the offsite backups manually. Lastly, by using existing infrastructure, StepFwdIT provided a solid return on Fitzroys' investment. Future costs will also be minimised thanks to access to a remote, rather than onsite, IT specialist who is available around the clock.

With its IT issues well and truly sorted, Fitzroys can continue to deliver the integrity, knowledge and concrete results that it is known for.

View more of our case studies at [stepfwdit.com.au](http://stepfwdit.com.au)

Or find out how we could help your business by calling 1300 131 679

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