

North Queensland Bulk Ports Managed Services

Overview

Country or Region
Australia

Industry
Transport, Postal and
Warehousing/Trade, Import
and Export

Also applicable to
Construction and
Manufacturing

Customer Profile
Based in Abbot Point, Hay
Point, Mackay, and Weipa,
North Queensland Bulk
Ports is one of Australia's
largest port authorities, by
tonnage.

Business Situation
North Queensland Bulk
Ports needed a highly
responsive technical
support system that their
staff could rely on around
the clock.

Solution
After initial consultations
to determine scope, Myriad
Technologies established a
Managed Services support
agreement to monitor,
manage and provide long-
term SharePoint support to
NQBP.

Benefits

- Staff are confident knowing highly experienced consultants are at hand to quickly resolve issues and restore normal operations
- Ongoing monitoring of SharePoint to proactively avoid problems and downtime
- Peace of mind that the platforms are being monitored and maintained



North Queensland Bulk Ports (NQBP) is one of Australia's largest port authorities, by tonnage. More than half the weight of Queensland's trade passes through their ports, which are based in Abbot Point, Hay Point, Mackay, and Weipa.

Myriad Technologies - specialising in information management, technology alignment, and best practice within Microsoft SharePoint - was hired to proactively monitor, manage and provide long-term support to NQBP's SharePoint platform.

Formed as the result of the 2008 Queensland Government Review of the Queensland Port Network Structure, the aim of NQBP's creation is to meet the state's long-term supply chain and trading needs. Through sound planning and risk management, NQBP utilises 'good practice' corporate governance to accomplish its outcomes and obligations.

As a port authority, NQBP is responsible for: port planning; port business and infrastructure development; environmental management and marine pollution; security and safety; port efficiency; the maintenance of navigable port depths for shipping; licence, lease and permit issuing to other organisations, and more.

NQBP is also responsible for pilotage operations and navigation at the Hay Point and Mackay ports. At all NQBP locations, towing and stevedoring are outsourced to approved contractors.

The Challenges

After adopting SharePoint as their digital collaboration system, NQBP staff had a number of concerns about using the new intranet, and no internal support capabilities to assist them. No resources were dedicated to monitoring or maintaining consistency across sites, installing updates or correcting errors as they arose. NQBP required an insurance policy in the form of an external, pro-active support system that could be reached at any time.

Finding the right company to manage this work was also a challenge, NQBP chief information officer Bruce Fisher explained. "We were looking for somebody that was Brisbane-based and more boutique - and who could

Managed Services

offer a better service - rather than going for a very large organisation overseas," Mr Fisher said.

"Myriad Technologies has the expertise and they ticked all the boxes of being local, independent, and easy to deal with. They've been able to provide that bespoke service for us."

The Solution

Myriad Technologies conducted a series of workshops and discussions with NQBP to derive the necessary information needed to assess what deliverables and design would be most beneficial for NQBP. Using this information, Myriad Technologies introduced their SharePoint Managed Services program. The service delivers proactive monitoring, maintenance, and management of the SharePoint environment; utilising a range of services and skills to keep it stable, consistent, and issue-free - ensuring business productivity and efficiency.

With a focus on being proactive, Myriad Technologies Managed Services use their collective knowledge and experience to provide monthly detailed reports to NQBP as well as ensuring that the SharePoint environment has all the latest updates and enhancements.

Furthermore, NQBP employees can contact Myriad Technologies at any time for technical support.

The Implementation

Myriad Technologies began engagement by first doing a thorough assessment of the NQBP SharePoint environment. This assessment provides an overview of the server infrastructure and baselines the current state of the platform. The baseline assists Myriad Technologies in implementing Managed Services by identifying any immediate or critical changes that are required.

After completing the initial assessment, Myriad Technologies then established the monitoring solution. This monitoring solution alerts the Myriad Technologies Managed Services team to any issues or events in the NQBP farm that require immediate attention.

Myriad Technologies then conducted an engagement briefing session with the NQBP staff to provide the contact information, engagement process, and escalation processes.

The Benefits

NQBP has observed a number of benefits since Myriad Technologies' Managed Services was made a part of their business. "Managed Services is timely, effective, efficient, and the guys are always on the ground and able to sort issues out for us," Mr Fisher said. "Being able to have our staff comfortable, knowing they're being listened to and having their issues sorted out as quickly as possible, is always of benefit."

NQBP now have both confidence and peace of mind when using their SharePoint environment, knowing access to long-term support is only a phone call or email away.

"During the whole development of our intranet, over the years we've had it, and through the different iterations and changes we've made, Managed Services have made those changes very fluid and easy to manage"

Bruce Fisher

North Queensland Bulk Ports