

CASE STUDY: Information Technology Management

INDUSTRY: Entertainment

OperaQ free to focus on the arts

OperaQ is opera's custodian in Queensland, working to protect and enhance the art form and enrich the cultural landscape through innovative and world-class performances.

Challenge

Five years after their last upgrade, the growing OperaQ team was running out of server and storage space, and was experiencing increasing issues with their aged desktops and devices. They needed to maximise the flexibility and speed of internal operations to enable them to focus on their core business of producing opera. The challenge was to find a solution that took into account their location, spread across several floors in the Queensland Conservatorium, and the out-of-office-hours nature of their work.

Solution

Following a decade-plus collaborative relationship with Datacom, OperaQ turned to us for advice. As long-time sponsors of OperaQ, we wanted to recognise their meaningful contribution to the arts in Queensland and transition our relationship from trusted advisor to partner.

We recommend the installation of Exchange 2013, Lync 2013 and Windows 8 SOE with Datacom Endpoint Manager as the most functional and practical solution to address OperaQ's requirements. To provide the most holistic approach, we also supplied new desktops, monitors and laptops to maximise the functionality of the new software. We oversaw the installation of a new server, which we remotely configured within our facilities before a smooth, onsite implementation.

Result

As IT service providers, we believe companies should be able to focus on their everyday business, without having to spend valuable time and resources managing IT functions. The seamless transition and installation process has provided OperaQ with greater connectivity, reliability and flexibility, which has given them back valuable time. Datacom moved from our previous role of providing strategic advice and support to take on IT service desk management, which has freed up key staff to focus on their core roles. The partnership continues to create operational efficiencies for the OperaQ team.

“An efficient and effective IT platform underpins every area of activity at Opera Queensland. The support provided by Datacom ensures OperaQ is kept up-to-date and functioning efficiently without draining the precious resources we need to realise our strategic ambitions. Datacom assists us with what they do best, to enable us to do what we do best – provide great opera for all Queenslanders.”

Russell Mitchell – **General Manager, OperaQ**