



# QLD Sotheby's International Realty

## The Key to Increased Productivity Through IT Solutions

When Queensland Sotheby's International Realty contacted us to help with their IT department, we were more than ready to help. They had started to notice a reduction in business, directly due to ineffective IT systems, and as a result, their company culture had become adversely affected.

Prior to working with ONGC Systems, they had engaged with another IT solutions provider to assist them with moving from their physical servers to the cloud; more specifically, G Suite.

Unfortunately, Sotheby's International Realty began experiencing constant disruption following the migration. Due to a lack of functionality and poor data access, they were unable to utilise their systems to their full potential, which was causing frustration. This resulted in a colleague referring ONGC Systems to Sotheby's International Realty's management.

### The Solution

When starting a new client relationship, ONGC Systems believe that taking the time to understand their specific needs and goals is absolutely crucial. We can then ensure that all services provided are tailored completely to them, delivering end-to-end solutions that tick every box.

ONGC Systems carried out a full audit of the environment in order to identify the key areas

"The relationship that we've forged with ONGC Systems has meant that we can pick up the phone and ask them for help with any IT issue that we may have. For a state-wide business with a local base, they go above and beyond many of the national IT providers."

**Todd Reynolds**

Business Processes &  
Operations Manager

QLD Sotheby's International Realty

that required attention. Based on our findings, we developed a comprehensive solution to address and solve any concerns.

For Sotheby's International Realty, we provided a bespoke Managed Services package that included:

- Office 365 Migration Services
- REACH: A cloud workspace solution customised entirely to their business
- Managed Services

We also provided full training to staff, ensuring that the changes made had minimal impact on their day-to-day work. Ongoing support services were put in place to ensure that any further staff training requirements were fulfilled and the functionality of all systems remained adequate.

**“ONGC Systems’ training plan has been great. They immediately picked up on the IT competency levels within our team and tailored one-on-one training accordingly.”**

## The Result

By migrating to Office 365 and implementing the ONGC Systems’ REACH solution, Sotheby’s were able to gain access to the tools they knew were vital to their daily business, on a platform designed specifically to address their business needs. As a result, their systems were considerably more stable and team members were sufficiently trained; ensuring that they could better serve their customers and win back confidence.

**“Having a central IT location which the entire team can access has been fantastic. Due to the implementation of REACH, as well as Office 365 and all of the changes that ONGC have suggested, we have seen a definite increase in productivity.”**

The easy to use REACH platform was integrated with their third-party applications, which helped to streamline processes. In turn, this removed barriers and meant that team members were able to complete their work much more efficiently.

Rather than just selling a quick-fix solution, the team at ONGC Systems genuinely cared about helping Sotheby’s International Realty unlock the full potential of their technology. Our partnership model always focuses on constant improvement for the customer.

**“We’ve developed close relationships with specific technicians who have a full understanding the problems we’ve had - as opposed to having to deal with a new person each time. Not only has this been a great experience from a customer point of view but it’s greatly reduced our downtime, as we’ve been able to sort problems out very efficiently.”**

Since engaging the help of ONGC Systems, Sotheby’s International Realty now have complete confidence in their systems and report that all previous technical barriers have been eradicated. Our ongoing support to them has meant that we can now spend more time focusing on their next steps, in order to get the most out of their technology.

## Services We Provided

Learn more about how these services could help your business.



### REACH

[View Service →](#)



### Managed IT

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### Cloud Migration

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Founded in 2003, ONGC Systems is an industry-leading IT management and support business in the Gold Coast, that helps businesses reach their goals and achieve a healthy work-life balance through the power of technology.

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