



TRIPPOINT IS INVOCARE'S OUTSOURCED IT SERVICES PARTNER

White Lady, Simplicity and Guardian Funerals are the well known brands of InvoCare, the Australian-owned company that leads the national funeral industry. With an annual turnover of \$140 million, the company successfully combines a vocational and caring approach with its commitment to raising professional standards through innovation. InvoCare operates over 135 funeral locations and 12 cemeteries and crematoria, employing some 1000 people in over 150 locations across Australia.

In an industry like InvoCare's the importance of high standard customer service is paramount. In terms of the IT function, this means lost customer data or any glitches that impede smooth administration are unacceptable. Based in Sydney along with corporate headquarters, the IT function is run by IT Manager John Brennan, who looks after the company's network and systems for its 142 disparate locations from one co-location site.

Tripoint is currently accountable for InvoCare's core business applications, including Microsoft SQL Server, Microsoft Exchange Server, Epicor financial services and Citrix for end-user delivery. Tripoint is also charged with managing more than 40 Wintel servers in multiple Tier One data centres.

A ten year partnership across the full spectrum of IT services

"Our service provision partnership with Tripoint began ten years ago with our Oracle legacy system and has since expanded in scope," explains John. "As the number of our systems at InvoCare grew to more than 25, we recognised we needed more help from Tripoint around systems network management and remote monitoring."

Services provided to InvoCare include:

- » Managed services
- » Hardware infrastructure
- » System integration
- » Business Continuity (BC) planning
- » Disaster Recovery (DR) planning
- » WAN design and deployment
- » Data centre selection and relocation

Tripoint's help with IT strategy and planning delivers significant results

Tripoint plays a key role in InvoCare's major IT decisions and strategies. John elaborates, "When InvoCare needed to increase the bandwidth of all our links because the network wasn't big enough to sustain the business applications, Tripoint mapped out the strategy to get rid of all the dial-up sites and make it more reliable for remote users."

He continues, "Another major decision was to move InvoCare's equipment out from the administration office at North Sydney into a managed hosted site for which Tripoint also helped us plan and execute. This move has dramatically reduced our power usage and delivered a level of speed and stability to the systems that would not have been possible cost-effectively from North Sydney."

"As well as day to day service, when we do major projects like DR planning and selection of Citrix technology for our multiple, geographically dispersed offices, we rely on Tripoint's expertise." John Brennan, IT Manager, InvoCare

InvoCare experiences superior service levels from an Australian provider

John describes, "What I value most about the relationship with Tripoint is that we have the right size and culture fit with them. While InvoCare is a large company by Australian standards, if we were to engage with a large tier one international outsourcer we wouldn't get the level of service we receive from Tripoint."

"With Tripoint, InvoCare has a dedicated team of technical support staff with whom we've developed an excellent working relationship. We know that we're always going to talk to someone who knows our systems and networking so it's going to be quicker for them to respond."

"Day to day Tripoint is an escalation point for InvoCare on all our IT platforms. They get back to us quickly and reliably and whenever we've needed ad hoc resources they always find them, even if it means juggling from their end."
John Brennan, IT Manager, InvoCare

Tripoint enhances InvoCare's service reliability

Over the course of its relationship, Tripoint has consistently met or exceeded its Service Level Agreements with InvoCare, by using the ITIL framework to drive continuous process improvement and measuring customer satisfaction via ISO9001:2000.

"The service delivery improvements that Tripoint has delivered over the years via smart projects such as selecting Citrix technology, to assist us in selecting our tier one data centre, have enhanced our service resilience and reliability ensuring a smooth administrative process for our staff and customers."
John Brennan, IT Manager, InvoCare

InvoCare renews its contract with Tripoint until 2010

Tripoint has recently won an annual managed services contract renewal with InvoCare that sees the partnership extended to 2010. Under the new agreement, Tripoint maintains its current accountability for InvoCare's core business applications.

John explains, "We continue to use Tripoint because they provide us with access to high-level service and expertise across a number of technologies including Epicor, Citrix and Microsoft SQL which means we don't have to add to our in-house resources."

About Tripoint

Tripoint Corporation is a fast growing, privately owned Australian IT services company. Tripoint specialises in the full spectrum of IT services from planning, design, building, integration and management. Founded in 1998 with offices in Sydney, Melbourne and Singapore, Tripoint is an accredited partner of PeopleSoft, BEA, Oracle, EMC, VMWare, HP, Sun Microsystems and Intel.

Tripoint customers are household names including AMP, Australian Air Express, SuperPartners, Crown Casino, British American Tobacco in Asia, Vodafone, Virgin Mobile, Aristocrat, Lion Nathan, Cochlear and Fairfax Media, amongst others.