

Case Study



COMPANY PROFILE Avico Electronics

Established in 1993, Avico Electronics is an importer/wholesale distributor of electronic accessories and brands. All brands are distributed throughout both the retail and commercial audio visual industry. With a client base including some of the largest electrical and tech retailers in Australia, New Zealand and PNG.

Key Challenges and Business Drivers

- 1 Poor service and support from current provider
- 2 Low customer satisfaction
- 3 A transactional and not strategic relationship from incumbent
- 4 Out-dated and inconsistent technology platform
- 5 Unpredictable cost management

Although Avico Electronics has been part of the Australian electronics landscape for some time, providing a comprehensive range of electronics accessories to the commercial, retail and custom install market, there were particular challenges that were of great cause for concern regarding the operational running of the business.

to help manage this efficiently and professionally, so that Avico's clients would benefit from a more streamlined response and action.

Avico Electronics engaged EFEX Group, who provide managed IT solutions. After an initial audit, it was determined that a great deal of

One of the main problems that Avico Electronics was experiencing was their use of an IT support services company for many years that was costing them thousands of dollars per month.

Despite this large monthly fee, there were no clear benefits or any improvement with regard to response times and client satisfaction. Given an urgent need to align with current trends in the industry, Avico Electronics needed an IT Technology Services Partner

infrastructure, including computers and systems, were now obsolete, and in effect slowing down the capability and potential of Avico Electronics to execute its services.

EFEX proposed a solution that solved these inconsistencies and

Benefits delivered by EFEX Solution

- + Improved Australian based service & support
- + Increased customer satisfaction
- + Cost reduction of 40%
- + Standard operating environment deployed with new technology
- + Strategic partnership looking for continuous improvement and innovation

unnecessarily slow procedures. Firstly, EFEX installed a fibre internet connection to the premises to provide a more robust and reliable backbone to the entire solution.

In addition, EFEX replaced the mixed fleet of PCs, laptops and displays with all new standardised technology. The phone system was updated to a brand new cloud-based system with a 4G failover router for redundancy measures.

As a result, Avico Electronics has seen a phenomenal reduction in cost of 40% with a significantly improved response time, and service delivery.

“EFEX have been consistent from the start to the end of implementation. Meetings were always transparent and the end-goal of reducing the costs was always at the top of EFEX’s priority list” says Gil Carver, Managing Director of Avico Electronics.

This was very different to Avico Electronics’ past experience in which they were advised to keep on adding more assets and other unnecessary requirements, which produced the opposite effect of what the initial request stipulated.

Furthermore, EFEX implemented a solution that drastically reduced the company’s monthly bill, replaced all of their equipment with the latest models, and provided clear and concise updates throughout the implementation process.

Some time has passed since the implementation and Gill says the he has noticed a significant difference in his business productivity. The uplift has been contributed to the superior service and support commitment offered by EFEX Group.

“We now have the right solutions, right service and right support for our business which makes doing business easy. It is only upwards from here,” he adds.

Avico Electronics would highly recommend any business to engage EFEX for a consultation on their business IT requirements.

For more information to speak to one of our sales team members, contact us today!

1300 376 347
www.efexgroup.com.au



beyond business

EFEX is a young and keenly progressive managed services company that provides print, IT, cloud-based and telephony solutions that are flexible, scalable, elegantly simple yet extremely robust, and surprisingly cost effective.

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