



- > Reseller network
- > Projects & implementations
- > Sales & CRM focus

Telegate

AUSTRALIAN OWNED AND OPERATED PROVIDER OF BUSINESS COMMUNICATIONS SYSTEMS

Telegate was a pioneer in VOIP (voice over internet protocol) communications systems in the Asia Pacific region. From its Sydney HQ it now manages an ever-growing client base that spans 20 countries.

In 2013 Telegate ranked 22nd overall in the CRN Fast 50, the principal Australian IT Industry Awards, honouring the 50 most dynamic and innovative IT related businesses in Australia, and 1st in the Telecommunications and Hosted PBX channel partner category.

ISSUES PRIOR TO IMPLEMENTING NETSUITE

Issues prior to implementing Netsuite:

- > Fractured customer support
- > Managing sales pipeline was difficult
- > Nightmare coordinating projects (installations)

THE SOLUTION

As CEO, Tiernan O'Connor explains, the demand for video and internet based calls has exploded over the past few years and the business had to move quickly to ensure it could meet demand.

"We've experienced exponential growth every year since we started actively marketing in 2009. This rapid and continued growth meant we need to find a platform that was dynamic and flexible enough to keep up with us," he said.

"We researched a lot of options and decided NetSuite was the only one that could keep pace and impact on every aspect of our operation."

RESULT

"Netsuite is now the backbone of our business. We use it to drive everything we do – manage sales, installations, provisioning of numbers, case management, marketing, finance ... you name it, Netsuite manages it all. And all in the one place so all parts of the business interact with each other seamlessly, explains Tiernan.

"Three years ago we had about 10 different systems managing various parts of the business. Now we have one."

Tiernan also extols the virtues of cloud based systems which he says are completely proven.

"It just works. We've had no outages or downtime which is extremely important for a business that's all about connectivity. It's reliable and completely secure," he said.

"The scalability and affordability are also quite amazing – we now have clients in 20 different countries and a cloud based system negates any issues around time zones, currency, language and the like.

"We were also very lucky to find Nigel and his team at DWR to serve as our partner. They have an excellent understanding of Netsuite. DWR is a partner I would recommend to anyone."

DWR Consulting

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