

# Evergreen Shipping Agency (Australia) Case Study

Evergreen Shipping Agency (Australia) operates 365 days a year to bring three major vessels into Australian ports each week. All critical instructions between the agency and the ships are sent electronically, so any downtime in Evergreen's network can cost the agency hundreds of thousands of dollars per hour – as ships loaded with valuable merchandise are left stranded offshore and port facilities stand by.

"The mission-critical nature of the communications that cross our network means it is vitally important that we have a first class information technology company backing us," said Mike Street, Evergreen's Director, Supervisory Department.

### Business need

With so much depending on its IT infrastructure, when Evergreen was established in Australia in 2002 it carefully investigated the relative merits of employing an in house IT team over using a managed service provider.

"We concluded that a managed service provider effectively brings to our organisation the entire spectrum of expertise we might need over time – while an in house team, no matter how well qualified, can never be experts in all things," said Mike Street.



## Business service

Mike Street had a positive experience of Klikon's capabilities when a previous company had suffered a major disaster and called Klikon in to successfully lead the recovery. When starting Evergreen Shipping Agency in Australia, Mike engaged Klikon to build Evergreen's leading edge infrastructure from the ground up, and provide complete end-to-end monitoring and management to ensure all services are operating at their best.

Klikon also responds to, and resolves, any urgent situations as they arise, before they impact the business, through its Enhanced Managed Services package.

"Basically, Klikon is the custodian of our IT systems," said Mike Street. Klikon provides complete network monitoring 24x7 through the Klikon Network Operations Centre using CA Spectrum Infrastructure Manager and CA eHealth Performance manager solutions. This includes support for all network equipment, servers and applications, with a technician on site at Evergreen for half a day each week."

## Cost-effective expertise

Klikon's comprehensive expertise, experience and best-of-breed technology ensures that Evergreen's business-critical services are available, cost-effective and performing at their best.

"The chief advantage for us is that Klikon has specialist expertise in every business service we rely on – from our telephone system right down to the backup UPS we use," said Mike Street. "All we need to do is pick up the phone and Klikon will arrange whatever is needed to fix the problem."

Evergreen was able to select the precise Managed Business Services it needed, taking advantage of Klikon's uniquely flexible and tailored contracts to ensure management is at its most cost-effective and nothing is left to chance. Klikon developed a Management Matrix to identify each task required to manage Evergreen's business services. Its in house skills were factored into the matrix so the agency's existing investment is leveraged.

"Klikon keeps our IT environment running at its best," said Mike Street. "We could easily have spent a lot more and got a lot less."

## Measured by service

"We have a genuine partnership with Klikon and they provide an excellent service. The long term consistency of the relationship is beneficial to our business, and I feel confident they will be on hand to support us in the future. They understand our business thoroughly and work with us to solve our business problems, not to simply deliver technology."



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**Mike Street**  
Director, Supervisory Department  
Evergreen Shipping Agency (Australia)