



Case Study

Dark Horse Systems

Dark Horse Systems partners with Inbay to deliver 'value-add' with 24/7 NOC and project services

Australian MSP Dark Horse Systems took the decision two years ago to partner with Inbay for 24/7 NOC when it realised that it needed to extend service beyond the business day. This has been followed by regular use of Inbay's Project Services too, enabling Dark Horse to offer additional services to clients when in-house resources or specific skills were not available.

Jason Jarvis, Business Development Manager, talks about what the experience has been like.

Dark Horse Systems was founded five years ago by two people who were already providing IT services to clients, some of whom moved across to continue an already well-established relationship.

With offices in Sydney and Melbourne, Dark Horse focuses principally on the SMB market, although it is beginning to bring larger customers on board.

Dark Horse works with a range of clients across industries: from hedge funds, through lawyers and accountants, to manufacturers, delivering a mix of managed IT services and project work.

Customer requirements have shifted over the last five years and probably the biggest change has been the move towards cloud. More and more companies are reviewing their use of expensive on-premise IT environments and trying to work out how to run their business in a cloud-based world.

An increase in the number of connected devices and the growth of the Internet of Things are also driving change – particularly around security. The ability to access everything on the web is great for users and consumers – but it also brings a host of issues around data protection and privacy, plus new legal obligations for the way companies operate in this area.

Says Jason:

“Cloud and security are the two main technology areas that have driven client requirements and their expectations of us. We have to come up with solutions, support these solutions and provide strategic advice on how technology can help them run their business better.”

24/7 NOC

Dark Horse realised it needed to complement the service offered to clients by extending it beyond the business day in Australia.

“This is a growing requirement among businesses today,” says Jason. “Even though their doors are not open 24/7 – their technology is still running.”

The MSP opted to partner with Inbay to deliver 24/7 NOC.

“With Inbay’s 24/7 NOC we can be confident that someone is monitoring and managing alerts – and taking action to remediate those while most of us are asleep. This is a big benefit and bonus for us.”

Project Services

The relationship with Inbay has developed further over time to encompass Project Services.

“We realised we could offer additional services to clients, but we didn’t physically have the bodies, capabilities and time to do all of the projects. The ability to call on Inbay’s project resources is a big benefit. It extends our team – and while we don’t talk about Inbay by name to our clients, we do talk about our extended team. And that means Inbay.”

Projects were initially related to Microsoft Office, with clients moving from on-premise to cloud – and around the Office 365 environment in particular.

Dark Horse is now looking to extend these projects to other areas where they can call on Inbay’s resources to supplement their own.

“We want to ‘cookie cut’ the process,” says Jason. “We can get Inbay to do the heavy lifting so we are free to manage the other elements and present an overall solution to the client.”

DHS have found the experience of partnering with Inbay to be a good one.

“From a people perspective we have been more than happy with the people we deal with. We’ve got a lot of time for the Inbay team – particularly the management and NOC team. Inbay has been proactive and where areas have needed to be addressed, they have responded and put processes in place to make sure any gaps are filled. We have found the overall experience very good, very easy.”

Dark Horse is very busy currently and looking ahead, is keen to develop the partnership with Inbay so it can extend its team without direct investment.

“Inbay have excellent solution offerings and high-quality service. That’s what it’s about for us. Our clients are everything. We pride ourselves on these long-term relationships and our ability to service our clients well. We want to have value-add in the MSP marketplace and we are working more closely with our partners to achieve that.”

When asked to summarise the benefits of partnering with Inbay, Jason concludes:

“We have a very open relationship. We have access at the right levels which helps when we need to get things done or decisions made. We’ve been very happy. The important thing is it really is a partnership as opposed to the traditional supplier/vendor relationship.”

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