

Case Study

Transforming Our Business Through Visibility and Control

How OpenAir's Best-of-Breed PSA Solution has Helped AIPEX Integrate Our Data and Scale Our Company



AIPEX Pty Ltd (aipex.com.au) is a privately owned Australian IT consulting company. AIPEX employs a staff of more than 60 people across offices in Melbourne, Sydney and Brisbane. Trevor Townsend, Director, has over 20 years experience in the information technology industry including sales and marketing, service delivery, customer support, and product development. Townsend has worked throughout Asia, providing software and services for the leaders in the telecommunications, finance and energy industries.

AIPEX was undergoing rapid growth and needed a PSA system to automate its end to end business processes and provide control and visibility across all aspects of its business.

The PSA tool needed to integrate with MS Project, Salesforce.com, ADP (payroll system) and their accounting system, MYOB. "With a business growing as quickly as we were, it was imperative to integrate our systems and automate the flow of information," commented Mr. Townsend.

After examining a number of Professional Services Automation products, AIPEX selected Openair. "Aside from the business functionality, a key criterion was that the solution be provided on ASP and pay per user basis, so that we could scale quickly without the need to be concerned for IT and network infrastructure. We found that traditional client-server models were too expensive and resource draining."

Additionally, "Not only did OpenAir meet their need for an ASP, AIPEX was impressed with OpenAir's robust functionality as well as the service level and professionalism of the OpenAir team" says Townsend.

OpenAir has exceeded their expectations. "Performance, availability and support have all been excellent, even all the way to other side the world here in Australia, which is one of the advantages of their scalable ASP model. As we continue to grow, we know that OpenAir will be able to grow with us," said Townsend. "We have seen productivity increase by 50% and our project teams are much more efficient. The management team has much greater insight into and control of all aspects of the business." The level of customer support also has exceeded their expectations as, "all of our questions have been answered quickly and professionally."