

# International Data Solutions combine expertise with superior service



### Customer:

International Data Solutions

### Key Facts:

- Provides a range of end-to-end IT and business solutions
- Efficient and effective integration

### Challenge:

- Diversifying into new markets
- Deliver guaranteed solutions that were both cost effective and timely

### Solution:

- Acquired a partner who provided all the products and services required

### Results:

- IDS can now offer end-to-end solutions at competitive prices

“Through our involvement in Melbourne IT’s Reseller program, we know that we’ve got the stability and innovation of a market leader behind us every step of the way.”

*Sebastian Jagoszewski*

International Data Solutions (IDS) is an IT solution provider which offers end-to-end support to its customers – from determining business needs to implementing the technology components. IDS combines technical expertise with superior professional service to deliver IT solutions that work for its customers.

“IDS’s growth strategy demands that we partner with an industry expert who can provide the flexibility, expertise, and technology our customers need.”

*Sebastian Jagoszewski, Managing Director, International Data Solutions (IDS)*

### Developing a desired solution

IDS’s growth strategy was to diversify into new markets, to do this, the company had to find a way to deliver a service and product range that surpassed its competitors’ offerings. A major concern was being able to deliver excellent customer service by providing guaranteed solutions that were both cost effective and timely in implementation, and could meet their customers’ requirements.

### The one stop shop

IDS realized that in order to reach its growth objectives, it needed to partner with a provider who could support the business with the products and services required. IDS chose Melbourne IT for its best-of-breed solutions and superior customer service.

IDS migrated to Melbourne IT’s Reseller Application Programming Interface (API) to streamline all their domain name registrations and increase efficiency for their business. “Melbourne IT provides a one-stop shop, enabling us to manage the entire solution and implementation without outsourcing to a number of different partners. Having one point of contact ensures smooth integration and implementation for our customers,” said Sebastian Jagoszewski, IDS Managing Director.

Melbourne IT’s products integrated with IDS’s internal systems and website very efficiently and effectively, minimizing the impact on their current infrastructure and processes. This enabled a seamless transition once the complete suite was integrated into IDS’s solutions and services, all without large budget outlays or prolonged downtime of their current infrastructure during the integration process.

### Keeping company strategy on target

IDS’s decision to enter new markets was made easy through the expertise, professionalism and market knowledge that Melbourne IT brought to the partnership. IDS was able to concentrate on executing its market strategy without having to worry about managing the actual solution, infrastructure and performance. The partnership has enabled IDS to offer end-to-end solutions at competitive prices to keep the company’s growth strategy on target.