

Qtech International wins hearts of global brands with securely hosted analysis application



Customer:

Qtech International

Key Facts:

- Operate in 35 countries
- State-of-the-art analysis technologies
- Global high-end customers such as Coca-Cola Amatil

Challenge:

- Required an IT services provider that offered reliability and outstanding customer service

Solution:

- A virtual dedicated server, where Qtech could test, develop and host their application BIS.net

Results:

- Improved plant performance
- Continuous and detailed data analysis

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Dr Juergen Ude, Director, Qtech International

Qtech International is an award winning Australian organisation, specialising in the development of management information systems and state-of-the-art analysis technologies for leading manufacturing firms in 35 countries. Qtech International also provide online appointment software for doctor surgeries, integrated with sophisticated analysis technologies for Blood Pressure and Diabetes monitoring.

Finding a host who delivers

Qtech International delivers state-of-the-art, industrial-based analysis technologies and management information systems to some of the world’s largest corporations. With a customer list boasting names such as Coca-Cola Amatil and Mars Confectionery and clients relying on Qtech’s analytics systems, Qtech needed an IT services provider that could offer reliability coupled with outstanding customer service.

Qtech quickly found one of the greatest challenges it faced was the ability for clients’ internal IT departments to support Qtech’s technologies, with busy IT departments either not having the available time or skills to manage the technology, or wanting to avoid capital outlay on hardware to host it. As a result, Qtech made the decision to manage many of its clients’ databases itself – meaning that not only is it responsible for providing high quality analysis applications, but also responsible for the smooth running and maintenance of these programs for some of its largest clients.

A secure and reliable solution

Wanting to minimise similar upfront hardware capital costs, but requiring reliable performance for its client base, Qtech chose Melbourne IT to deliver a hosted virtual dedicated server on which Qtech could test and develop its software, while at the same time host the Qtech application ‘BIS.net’ for Coca-Cola Amatil.

Dr Juergen Ude, founder and chairman of Qtech International, produces the highest quality technologies for his clients and expects nothing less for his business and his customers. Dr Ude has worked with other network providers over the years, but with the added responsibility of managing his clients’ databases, there was more to consider than just superior technology.

“Melbourne IT’s customer service is by far the best I have come across in this industry. I have worked with some of Australia’s largest providers, and yet it is with Melbourne IT that I get the best technology, service and treatment. Melbourne IT’s customer service is first rate and I always feel I am their top priority. More importantly, they understand how vital their service is for my business,” Dr Ude says.

Melbourne IT provides a dedicated server for Qtech’s application for one of its most important and high-profile clients, Coca-Cola Amatil. All Coca-Cola Amatil (CCA) sites across Australia, New Zealand and Fiji have been linked together via Qtech’s ‘BIS.Net’ to better improve quality and plant performance.

BIS.Net captures and analyses continuous streams of data every few seconds from across the CCA production lines to enable production operators to better control all

processes to an optimum CCA target range as well as meet Australian weights and measures legislation for the fill volume process.

CCA management have easy access to the data through preconfigured reports, and CCA's quality assurance team are able to compare daily, weekly, monthly and quarterly performances for each site, allowing the soft drink manufacturer to improve quality and performance, realise significant volume savings, reduce defects, identify potential problems and reduce considerable management time in report generation.

"We really do rely very heavily on Melbourne IT's services to ensure we are providing the best product for our customers as those companies rely on our services to operate efficiently. Other providers I have used in the past did not understand this and did not treat every query I have with the sense of urgency and importance I need. That kind of customer service is not good enough for the business I run and customers like CCA."

The value of good customer service

For Dr Ude there were three main criteria he needed his provider to meet. "Technology. Service. Price. I don't think it is too much to ask to be able to have all three needs met by the provider I choose," he says.

"Melbourne IT not only provides me with the best service and the most stable and secure technology infrastructure, but their prices are very competitive. As my business expands, so will my needs with Melbourne IT and I needed to make sure the supplier I chose could grow with me. And Melbourne IT can."

Dr Ude is constantly aware of what other providers are offering and is dedicated to ensuring he is using the best possible provider.

"If Melbourne IT stopped meeting any one of my criteria I wouldn't have any hesitation in moving my business elsewhere. But as it is, Melbourne IT continues to have impeccable service, flawless account management and for a price I know is competitive, even as I expand my business needs," he says.

"It is so incredibly important that I am able to communicate any service issues with my clients. If I am unable to do this, my clients will lose faith in my product, and I can't allow that to happen. No matter how frustrating it may seem, Melbourne IT answers all of my questions and allays any fears I might have at the time."

"They truly understand that their role is to ensure I have everything I need as a customer. I cannot fault Melbourne IT's technology which has served us very well, but you can never overlook the value of great customer support. It is this support that will keep me coming back to Melbourne IT time and time again."

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