



CASE STUDY

Human Resources Institute of New Zealand Wellington

The Human Resources Institute of New Zealand is a professional membership organisation for people who are interested or involved in management and development of human resources.

Fifty percent of professionals in the HR field in New Zealand belong to HRINZ – exceptional among membership organisations. Business is Internet, e-mail and web driven, with members receiving all messages electronically.

Chief Executive Officer Beverley Main first contacted nzwireless three years ago – and was one of its original clients.

“Using nzwireless ranks among the best infrastructure decisions we have made at HRINZ,” said Beverley. “The reason we went to them initially is that we are very advanced for a small organisation in our use of IT.

“We have a very sophisticated database, event management and communications system.

“Our members get all updates electronically so it is very important for us to have access to a high speed Internet provider and it is critical to get messages out. If the Internet goes down my staff cannot work.

“We were with large service providers for Internet and e-mail but whenever something went wrong I found I was constantly fobbed off. I would ring them and they would say I had to go back to someone else, such as the people who owned the cable. There was never any ownership of the problem. We would be without Internet or e-mail and it would take me all day to sort it out.

“nzwireless works closely with e-Xpert and, if there’s a problem, they work it out between them. The switchover to using the wireless system was seamless too.

“Now I don’t get someone in a call centre who fobs me off. I get straight through to the techies who know what is going on. In the last year we have only had down time once.

“There have been a lot of benefits. We don’t have the frustration we had with the previous provider and my staff don’t end up sitting round doing nothing and waiting for problems to be fixed.

“Our organisation is set up so that if there is a major emergency, such as bird flu, we can continue to run the business from our homes. That makes it even more vital to have really good, efficient technology. I’ve chosen nzwireless as my IT provider at home also.

“I have a huge amount of respect for nzwireless. It provides an absolutely superb service.

“I’m not techie but nzwireless makes it easy for me. They are always happy to take time to answer my questions.

“My family has also switched to using nzwireless. I have teenage children and they have homework to do. The large service provider we were with wanted to charge us for multiple Internet connections so we decided to use nzwireless instead.”

Contact nzwireless at 0800 699473, email better@nzwireless.co.nz or visit www.nzwireless.co.nz

What they say



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**Beverley Main, CEO
Human Resources Institute
of New Zealand.**

