

Enabling a service-based firm to focus on what matters most: their customers.

More flexibility. More freedom in the cloud.



When mid-tier accountancy firm, Pitcher Partners, wanted a technology partner to help them move to the cloud, they called upon Nexon Asia Pacific to do the job.



Pitcher Partners chooses Nexon to drive their IT strategy and help move from a limited on-premise infrastructure solution to an agile, cloud-based solution. Enabling them to work more efficiently, scale their business effectively, and improve customer relationships and experience.

The challenge

For Pitcher Partners, caring for clients, earning their trust and having a strong advisory involvement with them are extremely important. Pitcher Partners is a national association of independent, full-service accounting, audit and advisory firms specialising in servicing middle-market customers.

Pitcher Partners had, until recently, relied on legacy, on-premise IT services which proved to limit their ability for timely response to changes in the market. Building its reputation on delivering excellent service to clients, Pitcher Partners needed its IT capabilities to help them remain agile, flexible in service delivery whilst making sure that there is sufficient scalability to expand their business and ensuring clients' data security.

"We recognised early on that we needed to move away from the limited, on premise provision of IT services. It didn't allow us the ability to scale and grow as we needed to," says Adam Irwin, Pitcher Partners' Chief Operating Officer.

Also, with organisational changes in the pipeline, Pitcher Partners needed to know that any moves or relocations need to be seamless with minimal disruptions which mean zero server outages. "We needed the flexibility to adapt as our business merged with new acquisitions," says Irwin.

Pitcher Partners' internal IT team was heavily burdened with administrative responsibilities; unable to spend time pioneering innovative applications and services that the business could offer to its clients.

Shifting the focus of their IT team away from performing the day-to-day administrative duties and towards developing higher value services was imperative, and could enhance Pitcher Partners' overall business operation.

With all that in mind, it is clear to Pitcher Partners that they needed a technology partner who could work with them collaboratively to get through this transformational process.

The solution

Pitcher Partners considered several vendors. However, they were most impressed by Nexon's consultative approach, and willingness to listen to their needs and the ability to advise and develop a customised solution based on Pitcher Partners' specific business requirements.

At a glance

Industry

Legal Services, Financial Consultation

Business challenge

Building its reputation on delivering excellent service to clients, Pitcher Partners needed its I.T. capabilities to help them remain agile, flexible in service delivery whilst making sure that there is sufficient scalability to expand their business and ensuring clients' data security.

Solution

Over time, Nexon helped Pitcher Partners to move its on-premise IT system to a hybrid solution, incorporating cloud-based elements where appropriate. Eventually, this evolved into the current solution, which is entirely cloud-based.

Backed by Cisco and Citrix, the solution is based on the Nexon Agile Business Cloud (ABC) platform powered by VMware and NetApp for storage, as well as Microsoft Windows for remote desktop services. It also includes a hosted Unified Communications solution, with video conferencing and telephony.

“The Nexon team was happy to work closely with us to devise a solution that suited our needs. And they’ve continued to work with us that way throughout,” Irwin says.

Once selected as their technology partner, Nexon worked closely with Pitcher Partners to devise a long-term solution.

The first phase involved replacing their existing on-premise solution, and installing improved servers and security measures. Over time, Nexon helped Pitcher Partners to move its on-premise IT system to a hybrid solution, incorporating cloud-based elements where appropriate. Eventually, this evolved into the current solution, which is entirely cloud-based.

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“The off-premise solution we have now is hosted by Nexon in their cloud environment. They provide everything from our normal IT infrastructure to our phone systems and our business continuity, plus they give us some hot seats for our staff to work from in the event we invoke our disaster recovery service. It’s all fully managed, and it’s their role to make sure it’s there, day in, day out,” says Irwin.

Importantly, Nexon functions as an extension of Pitcher Partners’ on-site IT team. At every stage, Nexon worked closely with the company’s internal IT resources to ensure the infrastructure they recommended was right for the business, and that it has evolved in line with what the business needs.



Nexon’s ability to find creative solutions to our challenges is a key part of our working relationship. They are dynamic, very agile and responsive, and able to put things together on the fly.

Adam Irwin
Chief Operating Officer
Pitcher Partners

Jason MacBride, an Account Executive with Nexon Asia Pacific, has been working with Pitcher Partners from the outset. “Initially, we helped Pitcher Partners with the design and implementation of their on-premise solution, and we were heavily engaged in the up-front work in conjunction with their in-house IT team. Now, we also support the services being delivered, so our IT team has become an extension of their team on site”.

The benefits

- Improved customer service and responsiveness due to ease of collaboration and information sharing.
- Remote working provides greater flexibility for staff.
- Reduced administrative burden on internal IT staff.
- IT can focus on scalable business applications and services planning.
- Faster and more efficient resolution of technical issues.
- Improved system redundancy, and reliability.
- A trusted, long-term partnership that enables Pitcher Partners to focus on their core business.
- Move from CAPEX to OPEX resulted in lower capital costs.

About Nexon

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market, and government organisations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions.

Our end-to-end solutions help clients to solve problems, address frictions and accelerate growth. Committed to the highest standards of responsiveness, competency and transparency, Nexon is built on a unique client care model that is fuelled by continuous feedback. With over 400 staff, we employ some of the country’s most experienced consultants and empowers teams to make decisions that accelerate change for client organisations.

As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative solutions and service excellence.

We help our clients move from a position of overwhelm to empowerment, looking forward to a more agile and digital future.

To find out about Nexon, Call us at **1300 800 000**, email us at enquiry@nexon.com.au, or visit nexon.com.au