CASE STUDY

Elevating Network Reliability and Support for TAFE Queensland

TAFE consistently highlights the noticeable improvement in the depth of technical knowledge and skills from Communications Design & Management (CDM) team compared to their previous provider. They emphasize that CDM's engineers not only resolved issues faster but also proactively addressed potential risks, ensuring the network remains robust and secure.

BACKGROUND

TAFE Queensland, as one of Australia's largest and most respected providers of vocational education and training, depends on a stable, secure, and responsive network to support its thousands of students, faculty, and staff across multiple campuses.

Facing growing demands and increased complexity in network management, TAFE required a new provider capable of delivering nearly 100% uptime, strong security, and a highly skilled support team attuned to their specific network environment.

CHALLENGE

TAFE Queensland's previous network management provider struggled to deliver the level of reliability and responsiveness

With no room for unscheduled outages or security lapses, TAFE needed a trusted partner who could provide a deep understanding of their network's unique requirements, ensure high availability, and proactively manage potential risks. Key elements to consider:

Managed Network with High Availability

Security Compliance

Responsive, Knowledgeable Support

SOLUTION

CDM was selected to manage TAFE Queensland's network, based on their track record of technical expertise, commitment to client-focused service, and ability to deliver seamless support and availability.

CDM implemented a multi-layered approach, emphasizing personalised support, proactive network monitoring, and continuous improvement.

Deployment of Skilled, Dedicated Support Engineers:

CDM assigned a team of experienced engineers to TAFE's network, ensuring each engineer understood TAFE's unique environment and could provide informed, timely support.

Continuous Monitoring and Proactive Issue Resolution:

CDM's 24/7 network monitoring enabled proactive management of potential risks, preventing issues before they impacted users.

Enhanced Communication and Transparency:

Regular updates, detailed reporting, and a clear escalation path ensured TAFE was fully informed at every step, promoting transparency, and strengthening trust.

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BUSINESS OUTCOME

TAFE Queensland has reported significant improvements in their network performance, responsiveness, and service transparency since partnering with our team.

In terms of availability, TAFE has observed a marked improvement, with a reduction in unplanned outages that has contributed to better network stability.

They also value the personalised support provided by our team, expressing that they no longer feel like just another client in a long queue.

TAFE is further impressed with our proactive approach to long-term solutions. They appreciate that we don't just offer quick fixes but regularly review their network's performance and provide strategic recommendations to prevent future issues, ultimately enhancing their overall performance.

Through this partnership, TAFE Queensland experiences a higher level of support, transparency, and service reliability that has exceeded their expectations.

At CDM, we strengthen networks with unmatched precision, clear communication, and dedicated care.

ABOUT CDM

CDM is an Australian-owned company providing the full spectrum of ICT services, from consulting to delivering and managing your ICT needs. We create lasting relationships focused on achieving your business outcomes, creating value and maximising your return on investment.

CONTACT THE CDM OFFICE NEAREST TO YOU, VISIT OUR WEBSITE WWW.CDM.COM.AU OR EMAIL SALES@CDM.COM.AU