



Take the leap.

Migrating to the cloud has never been easier.

Situation

Sydney-based NP Fulfilment is a world-class 3PL Company that supports the delivery of goods to over 250 online retailers and its customers in Australia, NZ and the rest of the world. NP Fulfilment picks, packs and ships orders within 24 hours of receiving the orders from customers and required a reliable partner to support the everchanging IT environment of this leading-edge industry. Therefore NP Fulfilment needed a larger scale environment with greater uptime with the highest level reliability and data security at all times.

“We needed a complete outsourced model to meet our growing customer-base” said Jey Kanagaratnam, Chief Information Officer of NP Fulfilment.

“We weren’t happy with our incumbent and had a few outage issues that were met with an unacceptable response rate.

This lack of reliability and the impact it was having on our customers coupled with the need for expansion meant we looked for alternatives.”

“In our search for a provider, we wanted an organisation whose service, responsiveness and reliability matched the same level we provide our customers. We wanted to future-proof and improve efficiencies along with keeping up with the competitive landscape by moving to the cloud.”

The criteria set out by NP Fulfilment included:

1. A seamless migration with no impact to their core business or customer experience.
2. Future-proofing and capability to meet the expansion of their business.
3. Intimate, dedicated support.

Solution

Macquarie Cloud Services’ dedicated on-shore support team is available 24x7 giving NP Fulfilment service that’s only a phone call away. Solutions provided to NP Fulfilment include Launch™ – Macquarie Cloud Services’ private cloud offering – disaster recovery, backup and anti-virus.

“We’ve seen a major improvement in the level of support and service afforded to us by Macquarie Cloud Services compared to our previous supplier. The Account Management Team is prompt in providing suitable proposals on new hardware solutions or upgrades that we request. It’s this proactivity and technology expertise we appreciate and have come to expect from Macquarie Cloud Services. Our customers are also happy that our environment resides in Sydney data-centre certified to the highest-level of security (ISO27001, PCI DSS V3.2.1 and ISM Compliance). I’m pleased to say in our five years of partnership, we’ve never had a single failure and they have been with us every step of the way through our continual expansion. Long may that continue!”

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Jey Kanagaratnam, CIO, NP Fulfilment