

CUSTOMER CASE STUDY

TRT makes IT child's play for Toy Supplier!
FOCUS
Judius - Australia's leading supplier of Educational Resources

Founded in 1974 by Mr Julius and Mrs Judy Opit, Judius Pty Ltd is among Australia's most highly regarded suppliers of educational toys and equipment.

From its warehouse in Sydney, Judius supplies Early Childhood Services and Primary Schools with a unique and exciting range of equipment, covering all aspects of the Early Childhood curriculum.

TRT supplies Judius with the following products and services:

- External hard drives
- Internal adaptor
- Memory upgrade
- Maintenance contract
- 24x7 AIX support
- Health checks

"TRT are always at hand and offer more alternatives than any other supplier we have dealt with."

These include: literacy and numeracy, science, gross and fine motor, art and craft, social development and music. The Judius range of baby toys is considered the best in the industry. Judius also supplies quality children's furniture and teacher resources.

Judius is committed to providing the best range of children's educational toys and equipment, sourcing products from more than 15 countries across the world.

Judius initially enlisted the services of TRT to supply some minor upgrades to their existing server. Today, TRT handles all of Judius' hardware and maintenance requirements.

Judius reviews the marketplace

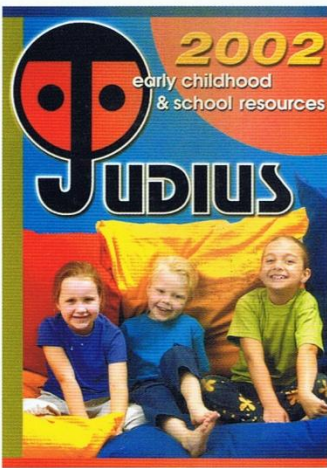
In August 2001, Judius' IT systems were buckling under the strain of significant business growth. Judius began investigating their options in the marketplace and considered proposals from a number of hardware vendors.

Mr Julius Opit, Managing Director, Judius Pty Ltd comments, "We were not completely happy with our existing hardware vendor, so we decided to look more closely at their competitors."

"We tried the "big boys", but they showed little understanding of our needs. Additionally, their hard sell deterred me. At the end of the day, I need a supplier who will carry out an honest job."

"TRT have met and continue to exceed our expectations."

VALUE
SECURITY
CHOICE
DELIVERY



"In addition, I expect suppliers to provide reliable support, rock solid product knowledge and fast response times," adds Mr Opit.

TRT strongly recommended

One of Judius' software suppliers recommended TRT who, they suggested, would provide a value for money alternative and great customer support.

Mr Opit comments that on meeting TRT, the hardware and services provider's commitment to excellence was quickly apparent.

"I am a strong believer of trusting your gut instinct - and dealing with TRT felt right from the start. I knew straight away that they could do the job and that we would be comfortable working with them."

"TRT are upfront, honest and trustworthy and are driven to get the job done."

Within a matter of days, TRT designed a solution that fulfilled Judius' system needs while offering optimum value for money. To upgrade system performance, TRT supplied and deployed two external disk drives, an internal adaptor and additional memory.

Judius moves all maintenance to TRT

Until April 2002, Judius was bound by a maintenance contract with their previous supplier. On completion of this contract, Judius transferred all their maintenance requirements over to TRT.

Mr Opit explains, "I was not satisfied with our previous supplier. They were never around and did not keep in touch. So when our contract was due to expire, we started to review our maintenance options."

"In the end, it was a no-contest decision. We awarded the contract to TRT because they provide a tailored maintenance package that is structured to best suit our requirements and budget."

TRT allow Judius to focus on business

Mr Opit continues, "I don't want to be distracted by the complexities of our IT requirements and TRT work to accommodate me and my business. From the outset TRT has made our relationship a straightforward experience."

"They just get on with the job."

"TRT's team is most efficient and never leaves projects lingering. Most importantly, their technical team is highly skilled, reliable and always available when needed," he adds.

Working with TRT

Mr Opit attests to TRT's superior customer service, "A major benefit of using TRT is that I know we can rely on them. The team at TRT make IT easy to understand, the job gets done and their response rate to my enquiries is great. I can not fault them."

Mr Opit reveals another example of TRT going further than the competition, "Recently with the continued expansion in our business our server again met the limits of its capacity. We contacted TRT to investigate and this time it appears it may be more cost effective for us to upgrade to a new server. Whilst waiting for us to make this decision, TRT has loaned us additional memory for the existing server (at no cost) to help us get past this busy Christmas period. As a private company, TRT understands the financial impact of IT issues and works with us to ensure we remain operational at all times - we can not ask for more than that!"

"TRT is absolutely committed to ensuring we remain operational at all times."

TRT delivers

Mr Opit concludes, "My advice to those who are considering TRT is to speak to the company's referees. You can tell by their spontaneous praise that TRT truly delivers outstanding customer service."



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