

Intellect Labs: Tailoring an IT Strategy that's Fit for Purpose

Introducing Intellect Labs

Intellect Labs provides R&D tax advisory, grant strategy, collaboration management, and IP advisory services to innovators across Australia. Their services focus on helping businesses secure government funding for innovation and growth, and facilitating and managing IP-centric collaborations between industry and research.

The Situation

As Intellect Labs grew, their need for a reliable IT service provider became evident. They required expertise in cybersecurity and efficient IT solutions that aligned with their core values. When they conducted thorough research on Managed Service Providers in Brisbane, they found that Netier's values and people-centric approach resonated with them. The proximity of Netier's Brisbane office was also a significant factor in their decision, along with Netier's ability to provide personalised, hands-on support. After meeting with Netier, their decision was solidified through Netier's strong commitment to security and tailored approach to IT support services.

Actions and Solutions

How Netier Solved the Issues

Netier consultants worked closely with Intellect Labs to address and review their needs to develop a tailored strategic technology plan that fit Intellect Labs' size and growth trajectory. The importance of strategic technology planning cannot be understated when it comes to aligning business objectives with necessary technology investments, improving efficiency, gaining a competitive advantage, and staying ahead of changing technology trends.

Understanding the current state of Intellect Lab's technology environment, assessing the current technology environment key risks and performance improvement opportunities was the key purpose. The review included the following layers and subsequent insights:

- **Foundation:** Infrastructure, Network architecture and hardware, Communications solutions and hardware, Endpoints.
- **Security:** Identity, Data, Device, Network, Security testing and monitoring, and Cyber security awareness training.
- **Continuity:** Back-Ups, Cyber Insurance, Disaster Recovery, Business Continuity & Incident Response Plans.
- **Enablement:** Ongoing IT Support, Strategy and Governance, Business process optimisation and automation & Reporting and Dashboards.



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Intellect Labs Operations Manager, Stephanie Varidel

What Sets Netier's Approach Apart

Stephanie Varidel, Operations Manager at Intellect Labs, stated that one of the most significant outcomes was the peace of mind knowing their IT infrastructure was in capable hands. Alongside advisory services, cybersecurity measures such as geo-blocking to safeguard data from possible attacks outside office locations have had a huge impact. Having the Netier team on a monthly retainer and on-call support improved efficiency and streamlined workflows. Beyond technical expertise, Netier's on-site support and clear communication stood out as key strengths. Their ability to quickly integrate with Intellect Lab's team and function as an extension of their own operations is truly impressive.

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“The Netier guys pop by all the time. It's very reassuring for us that they can come look at an IT issue quickly. The safety of knowing someone is taking care of things in the background. Once you submit a ticket, Netier can solve it quickly.”

Intellect Labs Operations Manager, Stephanie Varidel

In a closing statement from Stephanie Varidel, she added, *“I talk about Netier quite often, especially when discussing how the business is going. When Netier came on board, it was a really good step for us as a business. It's been great!”*

Outcome highlights:

- **Improved Cybersecurity:** Geoblocking and other security measures provided protection against potential cyber threats.
- **Increased Efficiency:** Quick problem resolution and tailored IT solutions allowed Intellect Labs to focus on their core business.
- **Ongoing IT Support Services:** Netier's regular on-site visits and strong communication ensured any issues were swiftly addressed.

