

The Netier logo is displayed in a white, lowercase, sans-serif font. The letter 'i' in 'netier' has a red dot above it. The background of the top section of the page is a photograph of a modern building at night, illuminated with various colors like blue, purple, and red.

# How Davis Hart Navigated the Pandemic with Netier's Managed IT Services

## Introducing Davis Hart

Davis Hart Electrical Solutions is an established and award winning electrical contracting company located in Canberra servicing commercial, industrial and government fit outs.

Davis Hart was a start-up company when they first approached Netier, seeking the right managed IT provider that they could invest in. Shortly after partnering with Netier, the COVID-19 pandemic hit, and this meant the requirement for IT support was even more prevalent.

## The Situation

Davis Hart aspired to enhance their remote work capabilities seamlessly throughout the pandemic. Additionally, they seek guidance on the most suitable hardware purchases tailored to their industry needs.

## Actions and Solutions

### How Netier Solved the Issues

Netier created a solution that would support Davis Hart for both on-site and in their office. Migrating everything to Cloud applications makes it easier to work remotely, as long there's internet access. Their employees were able to collaborate seamlessly in the office and from home, easing the impact of Covid-19 restrictions on their workflow. Also, providing ease of mind during busy periods in the organisation.

Netier provided advice around hardware use at construction sites and utilising a tablet for email and download drawings. The advice was around the type of device, what software would be needed and to make sure the device is suitable for design use.

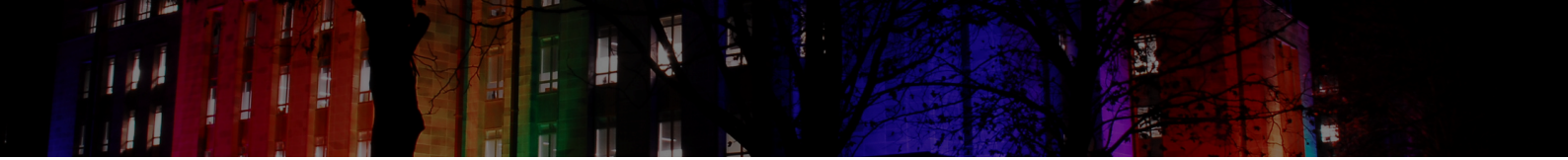
### What Sets Netier's Approach Apart

Netier's assistance extended beyond conventional IT support, proving particularly beneficial when Davis Hart sought advice on acquiring tablets for their field teams. Netier's valuable advice played a crucial role in our decision-making process.

Amid the challenges of the pandemic, Netier's support was paramount. The assurance of continuous support resulted in zero downtime and minimal stress, mitigating the pandemic's impact on the business. The flexibility to work remotely, with seamless login processes has empowered their team to adapt effortlessly to changing work environments.

Communication with Netier has been a standout feature of this partnership. Davis Hart appreciates the immediacy and effectiveness of phone communication. While Davis Hart had faced issues with email communication being unresponsive from their past IT provider, the phone lines at Netier have consistently provided rapid assistance, usually answering within a few rings, or promptly returning calls if unanswered.

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Netier's commitment to delivering top-notch service and unparalleled support shines through Netier's Account Manager, Laura. Her proactive engagement, making Netier the trusted partner for Davis Hart's technology needs:




We thoroughly enjoy our relationship with Netier and especially our Account Manager, Laura. She's fantastic at what she does, and she's very helpful. Nothing's ever a problem for her.

Business Manager, Tamara Lindeman



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