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Transforming Pegasus-Riding for the Disabled

Introducing Pegasus

Pegasus-Riding for the Disabled Canberra is a non-profit organisation dedicated to providing horse rides for children with disabilities. They offer a wide range of programs specially designed for people with disabilities, all of which are delivered by highly trained RDA coaches. This case study explores the challenges and pain points faced by Pegasus and how we address these challenges and alleviate their pain points.

The Situation

One of the primary challenges that Pegasus-Riding for the Disabled faced as a non-profit organisation was the need to optimise their IT services while maintaining cost-effectiveness. Not only that, the lack of in-house expertise and a dated server were also some of the issues that they were facing.

"When I first started here at Pegasus in 2017, it was still internal, and server based, and we weren't prepared for cloud at all. It was very hard to do anything remotely or online. It was a huge risk point for us because it was an old server that was dated. The backups weren't reliable. Backups were still being kept on site, which is also not practical." - Matt Watson, Chief Executive Office

Actions and Solutions

How Netier Solved the Issues

Netier partnered with Pegasus to address their IT challenges which involved both quick fixes for day-to-day issues and an overhaul of their IT infrastructure. We provided remote support for common problems like login issues, email glitches, and printer malfunctions, ensuring minimal downtime.

However, the most significant impact came from Netier's assistance in migrating to the Cloud and helped update the organisation's internal hardware. This approach ensured that Pegasus-Riding could take full advantage of the benefits of cloud computing, thereby significantly improving their IT capabilities.

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Netier can do all that remotely, and the customer service is very good. We just ring them up and they usually fix the issue by phone call which is really important for us. But yes, the biggest thing that Netier have worked on is Cloud, starting from nothing and getting everything into the Cloud. We updated a lot of hardware internally as well. And they did all of that from start to finish.

Pegasus Chief Executive Officer, Matt Watson

What Sets Netier's Approach Apart

One key differentiator is Netier's local presence. Having a team in Canberra was advantageous as it meant that when technical issues arose, they could count on having a skilled IT professional on-site to address the problem promptly. This local touch was essential for Pegasus, as supporting local businesses aligns with their values as a community-focused organisation.

Beyond the technical support, what stood out about Netier was their genuine interest in supporting Pegasus-Riding as an organisation and a charity. Netier not only provided IT services but also actively participated in the organisation's events and fundraising campaigns. This partnership extended beyond a client-vendor relationship, showcasing Netier's commitment to the local community.

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It's not just the service they're providing us for our IT. They support us as an organisation, as a charity, through some of our events. They attend events and they help promote events that we might be running as part of our fundraising campaign, so it's not just about us being another customer. They really are interested in who we are and what we do. If they can support us, they will do that.

Pegasus Chief Executive Officer, Matt Watson
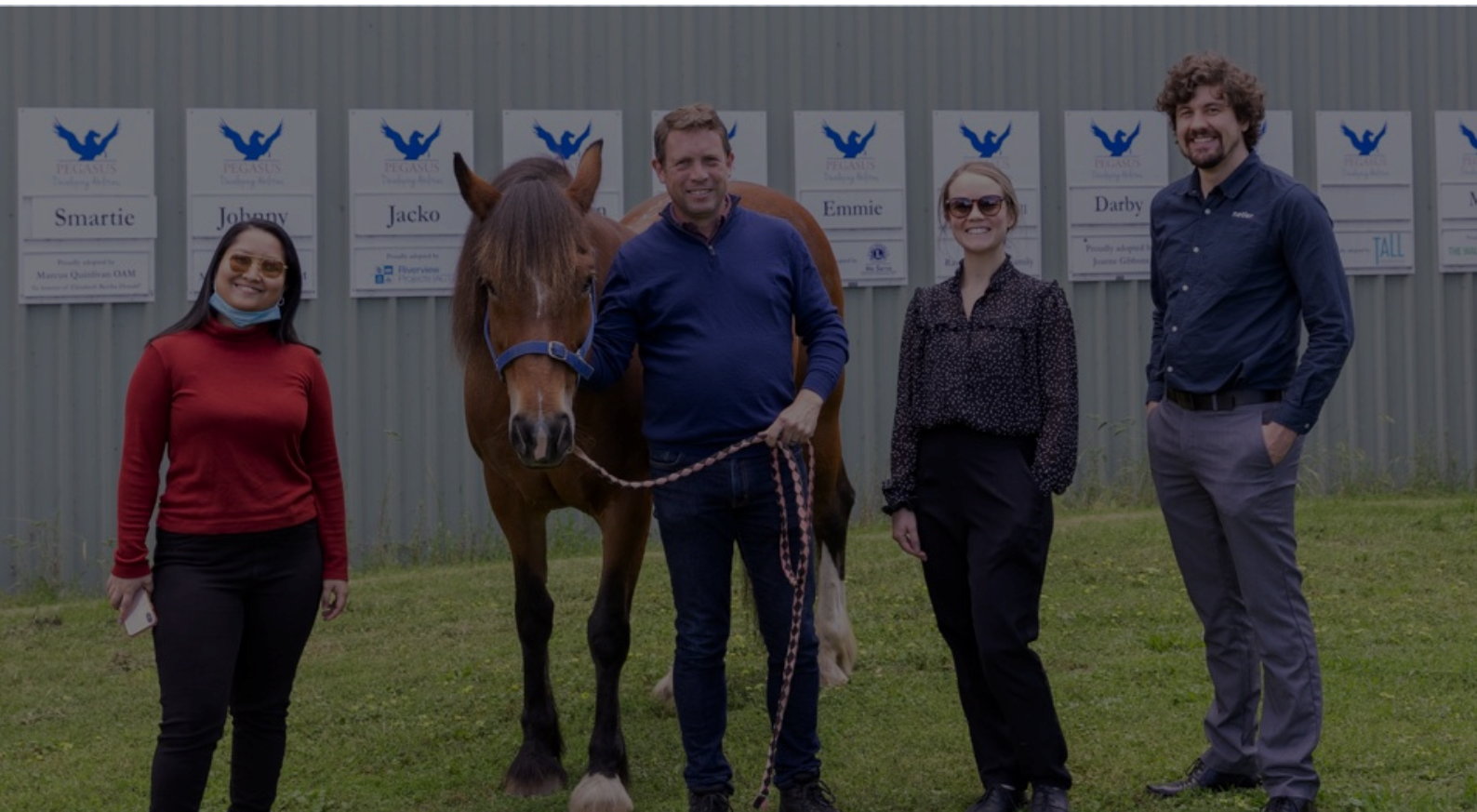
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