

TOSHIBA

SUCCESS STORY

"Toshiba Managed Services have provided us with a very stable and efficient IT environment taking us out of the cloud and putting in a server, e-STUDIO multi-function device and other IT related equipment and software."

- Marc Kenney, Managing Director of Mettle Projects

Customer: Mettle Projects
Country: AUS
Industry: Construction

mettle



According to the Oxford English dictionary the definition of 'Mettle' is the ability to rise and meet a challenge in a spirited and resilient manner.

So it makes perfect sense that when naming their construction company the owners settled on Mettle Projects as a reflection of what it takes to succeed in the building and construction industry.

Marc Kenney, Managing Director of Mettle Projects, has had a very successful track record in the construction industry both in Australia and overseas. A ten year career as general manager of Built saw him grow that construction firm's Queensland operation from zero revenue to more than \$90 million turnover, employing a team of 60 plus staff.

In late 2014, Marc decided to look for a change and a fresh challenge.

"The owner of DMC Projects, a construction company that had been operating for about four years, invited me to come and work with him and build on the business that he had started," said Marc.

"We kicked off Mettle Projects in January of this year. In terms of scale and size, the business should turn over \$20 million this financial year. That result is due to a fair bit of elbow grease from all the team and their proven track record in the construction industry," he said.

**TOGETHER
INFORMATION**

CONSTRUCTION BUSINESS IS PROVING ITS METTLE

Marc said that Mettle Projects is a privately owned Queensland business, which specialises in delivering fit-out, refurbishment and construction projects from concept to completion. He said that they specialise in working for the corporate sector. Typically working with property trusts, project management firms and developers. He said his team of 15 staff are highly competent and represent the true value of their business.

“Apart from overseeing the business my role is to secure the pipeline of work and win the business,” said Marc.

He believes that Mettle's point of difference in the market is their service offering.

“We have a very flat management structure. This ensures our clients have access to the me as the MD of the company if and when required. That ensures decisions can be made quickly and without the traditional bottleneck of middle management,” he said.

Marc said their business philosophy is based on three pillars – Performance, Accountability and Results.

“This philosophy is how we drive our projects and most critically manage our relationships. We are in a growth phase at the moment and our five year plan should see us turning over somewhere between \$40 to \$50 million per annum on a sustainable basis,” he said.

Marc said that the two biggest challenges are managing their growth and information handling. He said it is critical in having an IT service that is reliable and fast, as construction companies process huge amounts of information.

“When I first arrived at Mettle one of the big issues I encountered was the IT setup which was all cloud based and not performing at all well. So we needed to fix it.”

Marc said to find a solution to their IT issue they went to the market around April of this year and approached their existing vendor and two other companies including Toshiba.

“Mark Burton, Toshiba's Commercial Account Manager, advised they could offer a complete IT service solution through Toshiba's Managed Technology Services division.”

After reviewing the three vendor offers Marc said they appointed Toshiba Managed Technology Services to deliver and maintain their IT environment.

“For us, the journey that we went on with Toshiba Managed Technology Services was a very good one. I felt Toshiba understood what I was after and were better able to service our needs than the other vendors might,” he said.

Marc said Toshiba Technology Services overall offer made them the stand out vendor in a competitive market.

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He said there were a number of benefits including a huge lift in efficiency and lower costs. The advantage of agreeing to Toshiba's commercial contract arrangement meant Mettle Projects didn't have to outlay upfront capital and were offered extremely competitive finance rates.

Marc said that the fixed user rate to cover licensing and a two tiered service agreement meant that they could effectively budget on known costs as their business grew and took on more staff.

According to Marc, Toshiba Managed Services' proactive monitoring of their IT system keeps it operating at optimum efficiency for improved productivity.

“The people at Toshiba Managed Services have delivered on their promise and we are very pleased with the outcome,” said Marc.

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