

# When City Care wins a contract, it's all hands to the pump - including ours.



Most businesses would claim to understand the needs of their customers, but nothing aligns your thinking quite like an intimidating deadline. Infrastructure and amenity service provider City Care bids for contracts all over New Zealand, and when one comes through they need TelstraClear to move as quickly as they do.

## Relationships based on high quality service

City Care undertakes a great deal of work for local bodies, servicing a huge asset base of parks, buildings, water and wastewater networks and roads that need constant monitoring and attention. They've succeeded thanks to a high-value, technology-led approach.

City Care's CEO Onno Mulder says that the company has a proactive approach to business. "We keep ahead of our game by ensuring our systems and processes are the best that they can be, so the service we offer our clients is the best that it can be."

Our relationship with the company began on the other side of the fence, as City Care's Systems Manager Barry Clark explains. "City Care was a major contractor to TelstraClear for trenching work, and we felt it was only fair to give work back to them. The fact that we've never left speaks for the quality of the relationship. We've always been very impressed by the level of service."

**Client:** City Care Limited

**Business:** Contractor for the construction, maintenance and management of infrastructure and amenity assets around New Zealand.

**Problem:** A successful tender for a new contract requires systems to be up and running within weeks.

**Solution:** When necessary, temporary links are established while a permanent, private IP network is installed.

**Outcome:** Deadlines are met, enabling City Care to deliver on their promises.



## When it's time to move, City Care needs total commitment from TelstraClear

Bids for contracts are massive undertakings, detailed and expensive to prepare.

“When we win a contract we have 4 to 6 weeks to get a solution in place”, Barry continues. “We need TelstraClear to provide us with a Private IP network extremely quickly.”

When City Care's Springs Road operation in Christchurch was being set up, we were able to speed up deployment and complete the TelstraClear link within a day. It's that commitment that City Care values most.

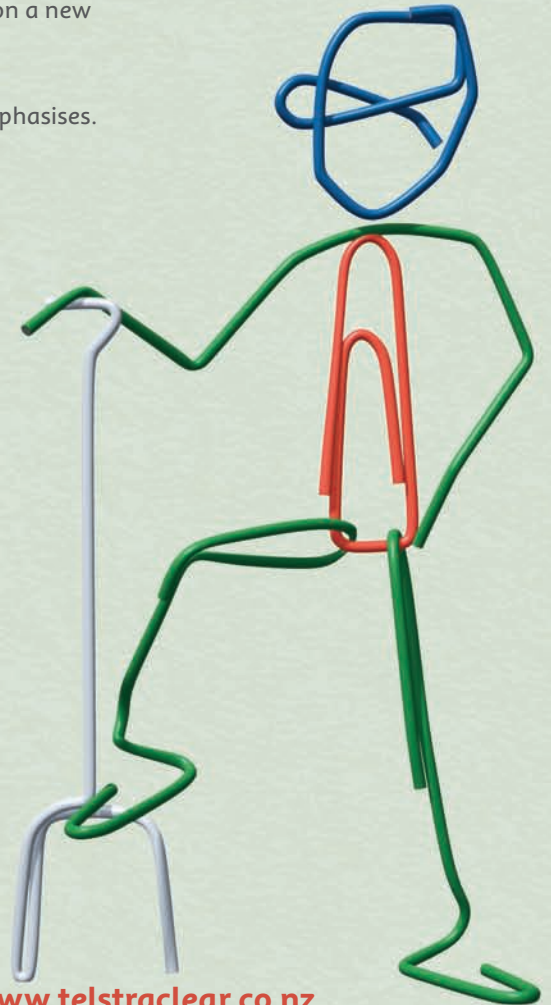
## Bringing technology to a manpower industry

Technology has been the key to the company's competitive edge. City Care field workers are able to report information back electronically on the status of the assets they maintain. That information is transferred to data systems that can be directly accessed by clients, delivering information that's invaluable to managers and planners.

City Care takes its engagement with outside suppliers very seriously and they're now looking to extend their relationship with TelstraClear on a new firewall project.

“The stability and rigour of TelstraClear is important to us” Barry emphasises.

“We need that trust and that faith.”



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