



## NQ Cranes Services CASE STUDY

## Productivity

### About NQ Cranes Services

- Exchange Online
- SharePoint Online
- Power Apps
- Power BI

North Queensland Crane Services ("NQ Cranes") has been at the forefront of the Australian overhead crane industry for over 25 years. As Queensland's largest overhead crane manufacturer, with 8 locations around Australia, our services include crane and hoist supply, crane design, crane manufacture, crane servicing, crane maintenance and crane compliance inspections.



### Client Challenge

NQ Cranes were looking to adopt a cloud strategy to increase the reliability and availability of the business systems. Their current systems were on-premise. Microsoft Navision was used to manage accounts and inventory and SharePoint 2010 for document storage and management. In addition to moving these solutions to the cloud they were looking for a way to improve the management of their 70 field technicians that maintained and serviced their cranes.

"We were looking for a partner to with the product knowledge and experience to guide us on our journey," said Stephen Goodson, ICT Manager at NQ Cranes. "Apache ticked all of the boxes. Their focus on the Microsoft Cloud offered us an opportunity learn from their experience with other organisations similar to ours. We also liked their phased deployment approach, migrating one service at a time."

"We first migrated our exchange from Exchange Server 2012 to Exchange Online. By adopting hybrid model, we could migrate individual offices one at a time. This enabled us to manage change more effectively and minimise downtime."

Implementing SharePoint Online offered the opportunity to improve the existing Integrated Management System and provide access to all employees, regardless of location, 24 hours a day, 7 days a week.

PowerApps were designed and implemented to collect ISO compliance data from each of our offices. Examples included workshop and vehicle inspections, instrument inspections, toolbox meetings and other procedures required for ISO compliance. PowerApps enabled staff to use familiar iPad's and smartphones which resulted in improved user adoption.

Power BI was used to analyse and report on the compliance data collected, helping to improve the measurement and management of the business.

"We have been working with NQ Cranes for over 12 months and continue to develop solutions based on SharePoint and Office 365 technologies to streamline business processes and improve operational insights, said Stewart Naismith, Director at Apache.com.au. Each solution is evaluated from an ROI perspective prior to starting. This provides clarity around objectives and ensures we continue to focus on opportunities to improve productivity."