QuickThink Cloud

Internews

A quick switch to cloud hosting resulting in improved ERP system performance across the globe, better user experience, and freed-up internal teams.

About the Project

Internews, a non-profit organisation, supports independent news outlets in over 100 countries to tackle misinformation, provide quality local information, and promote freedom of press. With over 30 offices across the global and over 650 active users on their Unit4 ERP system, Internews found their previous on-premise hosting solution to be too slow, leading to performance issues and risks to data.

The Journey with QuickThink Cloud

Since initial implementation of their Unit4 system, through to application consultancy, system performance reviews, and migration to cloud hosting, Internews have relied on the experts at QuickThink Cloud. Prior to February 2022, Internews had struggled with lacking performance of their Unit4 ERP system stemming from their on-premise data center and had explored various methods with QuickThink Cloud to improve speed.

When the time came to close their data centre, Internews explored cloud hosting options and chose QuickThink Cloud due to attractive timelines and price, accompanied by recommendations and backed by the positive working relationship. QuickThink Cloud and Internews now work closely to proactively monitor performance issues, responsively reacting to constantly improve user experience across the world.

QuickThink Cloud Services

Following on from years of application improvements and consultancy, Internews knew they were in safe hands when it came to quickly migrating to cloud hosting within a matter of weeks with QuickThink Cloud.

➕ **Cloud Hosting**   ➕ **Technical Managed Service**   ➕ **Application Consultancy**

Outcomes

Improved Performance

End users across the globe have reported a better, faster experience when using Internews' Unit4 system, resulting in less end-user complaints and internal teams' time fielding tickets.

Vastly Reduced Tickets

From previously restoring backups and sending out personnel to troubleshoot issues at the data centre, Internews' internal IT teams have seen vast improvements in system performance, evidenced by reduced tickets.

Quick Responses

QuickThink Cloud proactively monitor and manage Internews' Unit 4 systems, flagging issues before they arise, and quickly responding to any tickets with expert knowledge and workable solutions.

"QuickThink Cloud have been incredibly prompt and thoughtful in their responses to our support requests. We have seen much better system performance and stability since we made the switch. I am so thankful that I now can manage everything in a more proactive way."

Gregory Kinard
ERP System Manager