



## CASE STUDY



**SOUTHERN**  
INSTITUTE OF TECHNOLOGY  
TE WHARE WANANGA O MURIKIKU



# SMSS goes the extra mile

The 1,000 kilometres separating SMSS staff and their clients at the Southern Institute of Technology proved no barrier to fixing urgent software issues – because SMSS “always go the extra mile.”

SIT administration manager, Karen Sutherland, says she was impressed with the responsiveness of SMSS staff to SIT’s difficulties with reconciling their financial system with SMSS software, Artena.

“SMSS had to reconcile and resolve SIT financial data issues within Artena, and give advice on how to prevent future problems to ensure it worked more effectively with our financial software,” Karen says.

“It was an ongoing process which took about six months in the end, and SMSS were committed and approachable from start to finish.”

Karen applauds the ‘can do’ attitude demonstrated by Peter,

the professional services consultant at SMSS who helped to resolve the issues.

“Communication is key in that sort of process, and that’s something SMSS were very good at,” she says.

“Their service was absolutely brilliant – there’s no way we could have got by without them.

“I could just ring, talk to Peter, and get the issue of the day fixed – which was great, considering I wasn’t blessed with patience.”

Karen says SMSS’s small business style of operation suited her needs, and meant she could always reach someone when she needed to.

“It was nice not to have to go through a helpdesk, and I could talk to a real person whom I knew could assist me as soon as he picked up the phone,” she says.

“It’s so important to have that immediate contact.”

Karen says SMSS’s support is ongoing, includes annual user meetings, and covers more than just the technical issues.

“They are very good at keeping us informed of sector issues, often sending us updates about issues that are relevant to our organisation, such as changes within government departments,” she says.

“They have a great handle on it, and are happy for us to ask – it’s so helpful.”

Karen says she would definitely recommend SMSS to other tertiary institutes.

“It would be hard to beat the SMSS system,” she says.

“The software isn’t the whole package, though - it’s the communication and incredibly helpful service that makes the real difference.”