

Backed by Better IT: How About Australia Found Its Trusted Technology Ally

When IT needs could have pulled focus from serving travelers, About Australia found reliable support through a partner that handled technology with responsive, personal care.



**80% Same-Day
Ticket Resolution**



**13+ Years of Proven
Industry Experience**



**20-Minute Human
Response Time**



**97.4% Customer Satisfaction
Rating**

Executive Summary

About Australia partnered with 7tech for reliable managed IT support, responsive help desk assistance, and technology solutions that adapt to changing needs. The relationship allows the company to stay focused on serving travelers while 7tech handles day-to-day IT needs. Melissa Maxwell values 7tech's availability, customer service, and human-to-human approach. The partnership gives About Australia a dependable technology resource as its business needs continue to evolve.

About the Client

About Australia is a travel agency specializing in custom-tailored journeys to Australia, New Zealand, Fiji, and the South Pacific. With more than 20 years of expertise, its travel advisors create personalized itineraries around each traveler's needs and interests. The company is also listed as a key U.S. distribution partner of Tourism Australia.

The Challenge

About Australia needed dependable IT support that would keep technology from distracting employees and leadership from the core business. The company also needed responsive help when questions or issues arose, along with a technology partner capable of supporting changing business needs.

- Keep day-to-day IT needs from pulling employees and leadership away from the company's core travel business and customer priorities.
- Give employees access to responsive help desk support so they have a reliable place to turn when technology questions or issues arise.
- Work with an IT partner that can provide dependable support, answer questions, and adapt technology solutions as the company's needs continue to evolve.



We highly recommend 7tech to any company looking for a reliable and customer-focused IT partner. Their dedication to exceptional customer service and ability to provide cutting-edge IT solutions make them an invaluable partner for any organization.

Melissa Maxwell, About Australia

The Solution

7tech provides About Australia with ongoing managed IT support centered on responsiveness, accessibility, and personal service. The team helps answer questions, provides reliable help desk support, and delivers technology solutions that adapt to the company's evolving needs. For Melissa Maxwell, the relationship stands out because of 7tech's H2H, or Human to Human, approach and its commitment to going above and beyond for clients. This gives About Australia a trusted technology partner it can rely on for ongoing support.

The Results

The partnership allows About Australia to focus more attention on its core travel business while 7tech handles its IT needs. Employees have a reliable resource for technology questions and support, while leadership benefits from having an IT partner that is available and responsive. Maxwell also highlights 7tech's customer service, willingness to go above and beyond, and ability to provide innovative solutions as the company's needs change. Together, these qualities have made 7tech an important partner in supporting the company's ongoing success.

Key Takeaways

About Australia values 7tech for responsive IT support, dependable help desk service, and a personal approach to customer care. The partnership helps the company stay focused on its core business while relying on 7tech to support its evolving technology needs.

Services Provided

7tech provides About Australia with managed IT support, help desk assistance, ongoing technical support, answers to technology questions, and IT solutions that evolve with the company's needs. The relationship is built around responsiveness, reliability, accessibility, and customer service.

Final Thoughts

About Australia's experience with 7tech shows the value of having a dependable IT partner that combines reliable support with responsive, personal service. By handling day-to-day IT needs and answering questions, 7tech helps the company stay focused on its core business. Just as important, the partnership gives About Australia a trusted technology resource as its needs continue to evolve.

Where Great IT Meets Personal Service, and Every Journey Stays on Course

Work with 7tech to protect what matters most through genuine care, reliable support, and lasting trust.

[Get Help Now](#)

 (855) 701 6777

 7tech.com

