

CASE STUDY

A Decade of Trusted Support That Transformed Greene Rubber's Technology Foundation

A long partnership that delivered structure, cloud readiness, and reliable compliance for daily operations.



Under 2 Minutes Average Wait Time
For Support Calls



30% Reduction In Recurring IT Issues
Within Three Months



Exceptional End-User Support



75% First-Call Resolution Rate

Overview / Summary

Greene Rubber turned to Auxzillium almost a decade ago when their internal systems needed a more structured and managed approach to daily support.

The company was searching for a dependable partner who could steady operations and remove the constant worry that had become part of their routine.

Over the years, Auxzillium introduced a clear service framework that helped Greene Rubber adopt modern cloud services and achieve stringent government compliance without disrupting their workflow.

The result was a noticeably calmer environment, supported by a team that provided reliable guidance and support, giving leadership room to focus on the business rather than the unknowns of technology.

Business Challenge & History

Before engaging Auxzillium, Greene Rubber was dealing with persistent technology concerns at a leadership level.

- They lacked a more structured and managed approach to delivering service and support across the organisation.
- The existing support model left their Director with ongoing concerns about the environment and its stability.
- Leadership did not have the assurance that staff needs were being addressed in a consistent, dependable way.



“Before Auxzillium, I had concerns that kept me up at night. Since that time, Auxzillium has transitioned us to cloud services and enabled us to meet a stringent level of government compliance. I was also able to get a good night's sleep.”

Jeff Bento (Director of Eng/IT/QC)

The Solution

Auxzillium introduced a steadier operational foundation built around clarity, structure, and long term stability.

- Guided Greene Rubber through a full transition to cloud services that aligned with their operational needs.
- Supported the organisation in meeting a stringent level of government compliance required for their industry.
- Delivered a more organised and dependable support framework that replaced uncertainty with confidence in daily operations.

Solutions Deep Dive

Auxzillium focused on delivering the structured and managed approach Greene Rubber had been missing.

By bringing clarity to daily support and creating a more predictable service model, the team helped leadership regain a sense of control and stability across their environment.

A key part of the engagement was guiding the move to cloud services and supporting the organisation in meeting stringent government compliance requirements. This combination created a technology foundation that offered long term confidence and reduced operational uncertainty.

The Benefits or Outcomes

Greene Rubber gained a more structured and managed support model for staff across the business. Leadership now has greater confidence in cloud readiness and government compliance, supported by Auxzillium.

Going Forward

Greene Rubber continues with a partner that offers consistent structure, clarity, and long term stability in their technology environment.

A Partnership Built on Long Term Trust

Auxzillium's relationship with Greene Rubber reflects a steady collaboration shaped by clarity, structure, and continued reliability. Over nearly a decade, the partnership has focused on strengthening operations in ways that directly support the organisation's daily needs.

- A consistent focus on structured and managed support that aligns with staff expectations.
- Guidance through cloud adoption that modernised core systems without disrupting operations.
- Support in achieving stringent government compliance, reinforcing confidence at the leadership level.

Strengthen Your Technology Environment With Proven Structure

Give your organisation a partner that supports growth, clarity, and dependable operations.

[Get Help Now](#)

