



# Media release

For immediate release

## Interactive provides workplace recovery solution for Bank of Queensland

**Melbourne, Wednesday 23 January 2008:** The **Bank of Queensland** (BOQ) has chosen IT services company, **Interactive** to provide a proactive **workplace recovery solution** to prevent service interruptions to its customers and offer critical staff a stand-by workplace in the event of BOQ's offices being inaccessible.

Interactive's workplace recovery solution offers BOQ access to a facility that would mirror its standard operating environment (SOE) allowing staff to operate from the Interactive site if an incident occurred.

Under the agreement, Interactive would respond within ten minutes to such an incident and provide the engineering and IT resources required. BOQ will gain access to a number of dedicated and subscribed seats within Interactive's new business recovery centre to ensure business continuity. Staff have already taken part in a successful exercise at the facility.

**David Morrice**, BOQ's Senior Manager IT Service Continuity, said Interactive offered a number of features that were important to BOQ in implementing a workplace recovery solution. "The main benefits of the Interactive solution are its total security, flexibility and the accessibility of the site, which is important given the interruption scenarios of today's world.

"From BOQ's perspective, we were looking for an enhanced workplace recovery solution to augment our current disaster recovery arrangements," David Morrice explained. "We needed a flexible provider that could offer on-call, 24-hour technical expertise and offer our staff up to date amenities and a good working environment.

"We wanted to ensure that everything is secure and protected so we can service our customers. Ensuring quality service for our customers has always been a high priority which is why this workplace recovery solution is so important," David Morrice concluded.

**Simon Durkin**, Director of Sales for Interactive, said that no other facility offers the same level of dedicated on-site engineering expertise and local spare parts for all servers and desktop environments to ensure systems availability. "From a recovery aspect it is the best," Durkin said. "Our centre offers ample room for staff to operate their business in a time of recovery including a 50-seat lunch room, lift access, and 40 car spots in a secure underground area."

Interactive also has the lowest ratio of subscribed seats in the disaster and workplace recovery industry, so if an incident affected a multiple number of clients, it can cater for all of its subscribers.

David Morrice added: "Interactive's can-do attitude is refreshing from a client perspective. They have a big picture mentality which means they won't take on business if it would negatively impact on the risk profile of another organisation. It's great to be working with a company that's going ahead and that can support our continued growth."

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### **About Interactive**

Established in 1988, Interactive is one of Australia's leading IT service providers. The company's primary focus is systems availability and its team of over 190 dedicated service staff deliver national coverage. Interactive is the supplier of choice for critical Hardware Maintenance, Outsourcing and Disaster Recovery services for more than 1,050 of Australia's most successful corporations. Its reputation for excellence is built on best-practice methodologies and customer focus. Interactive is 100% Australian-owned with annual revenues of \$49 million and holds current Government Endorsed Supplier status.

### **About Bank of Queensland**

BOQ is Australia's fastest growing regional bank with more than 250 branches, 16 business banking centres and 2400 BOQ-branded ATMs throughout every State and Territory in Australia. In the last five years, it has more than doubled its branch numbers, its assets under management have more than trebled to \$21 billion while its market capitalisation has grown from approximately \$400 million to \$2 billion. BOQ has won Best Regional Bank in the AB&F Banking and Finance Awards twice in the last five years and is recognised as one of the highest customer service banks in the country.