



XFM Case Study: Univ. of Auckland, New Zealand

“After we discovered the XFM solution at FileMaker DevCon we became sold not only on the technology but also the quality of the Econnectix team. This confidence was rewarded by a fantastic ongoing relationship with the Econnectix support team. Econnectix followed up every one of our queries and comments with instant responses. The support was both outstanding and exceptional.

The XFM server liberated our users and has proven to be both reliable and fast. These days we choose when to take ‘coffee cup’ breaks and we will never look back.”

— Katy Butterworth,
Faculty Database Administrator,
Faculty of Education

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Corporate Background

The Faculty of Education is one of eight Faculties in the University of Auckland, the largest university in New Zealand. The Faculty includes 500 staff and 3,200 students. It uses FileMaker as the foundation for a system called FEdSS (Faculty of Education Support System), which is available to all the Schools and Administrative units within the Faculty. The FEdSS integrates with central University systems to support Faculty-specific business activities, including teaching and research.

10 Minutes Lost Every Hour

The FEdSS databases, originally 8GB in size and rapidly growing, served an average of 70 users, typically with half of them active at any given time. In order to meet disaster-recovery requirements, Faculty policy dictated that backups run at least every 30 minutes. However, each native FileMaker server backup took 5 minutes to complete (10 minutes out of every hour), and this duration was predicted to increase with the projected dataset growth. This down time not only reduced staff productivity but also significantly degraded the resulting quality of service. 10 out of every 60 minutes, Faculty staff would need to put their task on hold or apologize to a customer because their request could not be completed until the backup finished (and the FileMaker Windows client "coffee cup" icon had disappeared).

XFM Adds 5+ Staff Positions

After employing the XFM for their FileMaker-based FEdSS system, the 5-minute backup duration reduced to an invisible, less-than-one-second period. **This enabled the Faculty to realize an equivalent productivity increase of more than 5 employees:**

- 5 mins backup (average) x 2 backups per hour = 10 backup mins per hour
- 10 backup mins (average) per hour x 8 hours per day = 80 mins per person
- 80 mins per person x 70/2 people/clients (average) = 2,800 mins per day
- 2,800 mins per day / 60 mins per hour = 46.7 hours per day
- 46.7 hours per day / 8 hours per day per person = 5.8 extra staff every day

Beyond improved employee productivity, the Faculty's users and customers now also experience zero service interruptions.

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8,200 Miles Away, “Better than Local”

The Faculty’s IT department initially had questions about how Econnectix would support their deployment, personnel training, and general production activity from half a world and 7 time zones away (8,200 miles and 17 hours apart). Despite the distance, they enjoyed an excellent customer support experience. The Manager of Information & Planning for the Faculty of Education, Anne Buzeika reports: “Econnectix’s support, while on the other side of the world, is as good as or better than support we receive from many of our local vendors.”

Many Beneficiaries

As a business, the XFM enabled the Faculty of Education effectively to acquire 5 more employees’ worth of productivity. The Faculty staff no longer experiences interruptions of 10 minutes out of every hour. The FEEdSS IT staff have confidence in their data integrity and know that restores are rapidly available should the worst happen. Possibly best of all, users of the system can now work without interruption and respond to queries without delay.

Contact Us

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