

KERR solutions IT

Case Study: When the Wrong Technology Creates More Problems

Yet another well-established local business recently came to us after finding themselves struggling with the administration side of their business. The business itself was running very well with a cloud based app for their onsite tradies, however the customer facing administration side was bogged down and clunky. It had evolved from a smaller enterprise and had outgrown its technology roots.

We also found a familiar problem: the hardware had been chosen because it looked good or was advertised well rather than it actually being the right tool for the job.

When Two Systems Become One Big Headache

The business had invested heavily in Apple computers, but their day-to-day operations still required Windows-based software. This meant using solutions such as Boot Camp or other methods to run Windows alongside their Apple operating system.

Suddenly, instead of having one straightforward computer, they effectively had two operating environments to manage.

Two operating systems.

Two sets of updates.

Two security considerations.

Two anti-virus subscriptions.

More complexity.

And so much more opportunities for something to go wrong (and it did).

It's like needing a ute to pick up a couch, but instead of just using the ute, you buy a semi trailer and then use the semi trailer to carry the ute. Doesn't make sense. If your business needs Windows, buying an Apple and then using Boot Camp to run Windows is creating a solution to a problem you didn't need to have in the first place.



- ✗ Apple + Boot Camp
- ✗ Two Operating Systems
- ✗ More Cost, More Issues



- ✓ Windows PC
- ✓ One Operating System
- ✓ Simple, Reliable
- ✓ Cost Effective



Why Businesses Originally Chose Apple

There is a very good reason Apple became so popular in the first place.

Historically, buying an Apple computer gave consumers confidence that the hardware and software had been designed and tested together. Compare that to the old days of the "white box" PC, where almost anyone could assemble a computer from whatever parts they could find. The problem is that this reputation for quality can sometimes lead businesses to assume that Apple is automatically the best choice for every business application.

It definitely isn't.

For businesses running predominantly Windows-based software, commercial-grade Windows hardware from manufacturers such as HP, Dell and Lenovo can provide far better reliability, warranties, compatibility and local support.

The important word is **commercial-grade**.

Commercial-grade computers are built to a different standard and are designed around business requirements. Don't get caught out with cheaper consumer models that have simply been made to hit a budget.

Keeping Your Business IT Simple

The same thinking applies to where and how your business stores its information.

We've seen businesses start with Google Workspace because it appears to be the 'modern choice', only to discover that as their requirements grow, the ongoing costs,

administration and compatibility don't necessarily make sense for their business.

For many of our customers, we've found that good ol' faithful Microsoft business ecosystem provides an excellent combination of value, compatibility, security and support. There's a reason Microsoft remains so widely used, they continue to invest heavily in their platforms, keeping them secure, compatible and well supported as businesses evolve.

Our preferred foundation for a modern business information technology system is:

- **Windows 11 Pro** – A professional, secure & flexible operating system designed for business environments.
- **Microsoft 365 Business** – Your core Office applications, email and productivity tools (Word, Excel, Outlook & Others).
- **SharePoint & OneDrive** – Securely store, synchronise and share your business documents with proper separation to your personal data.
- **Microsoft Entra ID** – Manage users, identities and access to your business systems. Keeping everything safe, easy to access while managing permissions.

The Kerr IT Solutions Approach

Our job isn't to sell you the most expensive technology. It's to understand how your business actually operates and recommend technology that makes your life easier, not harder.

If your current IT setup feels unnecessarily complicated, you're constantly jumping between systems, or you're paying for technology that isn't working the way it should, it may be time for a review.

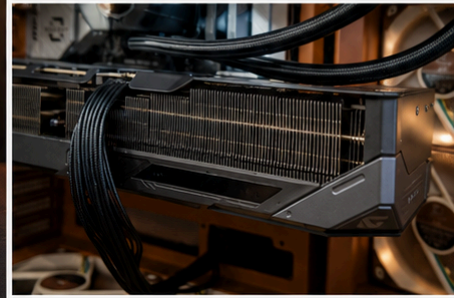
Sometimes the best technology upgrade isn't buying more technology, it's getting the right technology in the first place. If you are needing support to find what's right for you or your business, come and talk to the team!

Phone: (07) 49 222 400

Email: support@kerrsolutions.com.au

Web: <https://www.kerrsolutions.com.au>

Address: 205 Musgrave St, Berserker, Qld



KERR IT solutions
WE KNOW COOL

[View email in browser](#)

Copyright © 2026 Kerr Solutions IT, All rights reserved.

[Update your preferences](#) or [unsubscribe](#)