

# Atherton

EMPOWERING HEALTHCARE



After successfully using Platned's Managed Services and Support services for IFS Cloud over three years, in July 2025 Atherton moved to Platned's Gateway offering – a single, flexible, hours/token-based contract. Now, in addition to Managed Services and Support, Atherton has seamless on-demand access to Platned's expertise, consulting, training, development resources and more, with centralised management and frictionless ad-hoc projects.

Atherton designs, manufactures and services sterilisation and infection-control solutions, with an innovative product range spanning steam sterilisers, low-temperature sterilisers, ultrasonic cleaners & washer-disinfectors, drying, warming & storage cabinets and steam generators.

With wide-ranging sterilisation applications, customers include hospitals & clinical sterilisation departments (CSSDs), aged care facilities, dental and veterinary clinics and scientific and laboratory settings.



**Platned Gateway services for IFS Cloud exceeds 99.5% system uptime for Atherton, providing uniquely flexible, cost-effective global Managed Services and Support.**

### About Atherton

A.E. Atherton & Sons Pty Ltd, trading as Atherton, is a world leader in sterilization equipment and infection control products for the hospital, medical and scientific industries, and Australia's only manufacturer of medium to large infection-control equipment.

Family owned, with over 135 years of technical expertise, the company is headquartered in Alphington Victoria, with a network serving Australia, New Zealand, Malaysia, Indonesia, Thailand, Brunei and the Philippines.

## Essential partnership

With 160 users reliant on IFS Cloud running on-premise, including 55 field service technicians, maintaining system uptime is mission-critical. Explains Asanka Amarasinghe, Systems Analyst at Atherton, "We knew we needed to resource technical expertise and Database Administration (DBA) support. After we migrated from Apps 9 to IFS Cloud, the infrastructure changes meant we needed a formal Support Partner in place to ensure our systems and databases were monitored, stable, maintained, and kept up to date. In 2023 we placed contracts with Platned for Managed Services and Support services."

The IFS Support and DBA services by Platned were especially valuable in the early days of IFS Cloud. "Initially, after implementation, Atherton was regularly experiencing issues with databases. With Platned's 24/7 monitoring, most issues were fixed before we even noticed the problem," says Asanka. "We know from Platned's rapport with other customers, such as those in defence, that they take maintaining security and uptime very seriously. Platned have integrated well with our IT and Cyber Security Partners".

## Platned Gateway: support flexibility, friction-free

Following a successful two year relationship, in July 2025, Atherton entered into Platned's new flexible support contract. 'Platned Gateway' provides IFS users with a one-stop hub, combining 24/7 technical support with flexible access to any Platned expertise. Hours/Token-based, any combination of services can be provided on-demand. IFS users can instantly access expert resources for product Support, advice and Consulting, Managed Services, projects, upgrades, implementations, outcome-based engagements and more.

## Seamless communication

With Platned Gateway, one call or message now gives Atherton instant, direct access to Platned's 200-strong Platned global team. Comments Asanka, "It's working really well for us. In addition to resolving 10-15 support tickets a month, we've been able to resource some technical development for reports, plus undertake some consultancy for our Finance Department. Communication is excellent; we get almost instantaneous responses via email, and engineers are happy to message or speak with us via WhatsApp if needed."

## Benefits seen with Platned Gateway

- Robust 24/7 global Managed Services and incident support.
- Flexible, fast, frictionless access to Platned technical expertise and consulting resources.
- >99.5% system uptime.
- Long-term relationship that will support future upgrades and technical changes.

## Future-proof continuity

Looking ahead, Platned Gateway will support Atherton's future IFS updates and the introduction of new tools. Platned Mahara, for example, automates the traditional manual testing needed for updates, ensuring faster evaluation and simpler adoption of releases. "We'll be engaging with Platned to deploy Mahara shortly," says Asanka.



**"Platned's support and management capabilities have allowed us to outsource our internal ICT team without compromising availability or security. Platned Gateway brings together all the resources we could ever need in a single, flexible contract."**

Asanka Amarasinghe, Systems Analyst,  
Atherton