

Atherton

EMPOWERING HEALTHCARE



After successfully using Platned's Managed Services and Support for IFS Cloud for more than three years, Atherton expanded the partnership in July 2025 by moving to Platned Gateway, a single flexible support agreement designed to simplify access to expertise.

In addition to ongoing Managed Services and Support, Atherton now has seamless on-demand access to consulting expertise, training services, development resources, and specialist advisory support. Centralized coordination allows ad-hoc initiatives and improvement projects to be delivered faster while reducing administrative complexity.

A.E. Atherton & Sons Pty Ltd, trading as Atherton, is a global leader in sterilization equipment and infection control solutions supporting hospital, medical, and scientific environments. The company is also Australia's only manufacturer of medium to large infection-control equipment.

Family owned and supported by more than 135 years of engineering expertise, Atherton is headquartered in Alphington, Victoria, and serves customers across Australia, New Zealand, Malaysia, Indonesia, Thailand, Brunei, and the Philippines.



Platned Gateway services for IFS Cloud deliver more than 99.5% system uptime for Atherton, enabling flexible, cost-effective global managed services and support.

About Atherton

Atherton designs, manufactures, and services sterilization and infection-control technologies across a diverse product range. Solutions include steam sterilizers, low-temperature sterilizers, ultrasonic cleaners, washer disinfectors, drying and warming cabinets, storage solutions, and steam generators.

These products support a wide range of sterilization applications across hospitals and central sterile services departments (CSSDs), aged care facilities, dental and veterinary clinics, and scientific laboratory environments.

Smarter IFS Cloud support with Platned Gateway

Following a successful multi-year relationship, Atherton transitioned to Platned Gateway in July 2025 to gain greater flexibility when accessing technical expertise and support services. The offering provides IFS users with a centralized hub combining continuous technical support alongside on-demand specialist resources. Operating through a flexible hours or token-based structure, organizations can access any combination of services when required. This includes product support, consulting advice, managed services, projects, upgrades, implementations, and outcome-based engagements aligned to evolving business priorities.

Key capabilities include:

- Robust 24/7 global managed services and incident support.
- Flexible, fast access to Platned technical expertise and consulting resources.
- Greater than 99.5% system uptime.
- A long-term partnership supporting future upgrades and technical change.

Proven system reliability with Platned Gateway

Atherton operates IFS Cloud on-premise with approximately 160 users, including 55 field service technicians who depend on system availability to support daily operations. Maintaining uptime and database stability is therefore 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.”

Platned’s IFS support and DBA services proved especially valuable during the early stages following implementation.

“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.”

Global expertise on demand

Platned Gateway now provides Atherton with direct access to Platned’s global team through a single communication channel.

“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.”

The consolidated agreement allows Atherton to address support needs, development activities, and consulting initiatives without managing multiple suppliers or contracts.

Rapid response support

Responsive communication has strengthened collaboration between Atherton and Platned teams. Rapid email responses combined with direct messaging options allow engineers and users to resolve issues quickly while maintaining operational continuity.

Upgrade-ready operations

Looking ahead, Platned Gateway will support Atherton’s future IFS updates as well as the introduction of new capabilities.

Platned Mahara will automate manual testing activities traditionally required during upgrades, enabling faster evaluation and smoother adoption of new releases.

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