
How Think Technology Australia kept Cook Group Advisory one step ahead during a high-stakes office move

Cook Group Advisory is a strategically led accounting and advisory firm based in Canberra. Built on reputation, strong client relationships, and a proactive approach to advice, CGA supports clients across accounting, tax, bookkeeping, finance, wealth creation, and business advisory. The firm relies on secure access to client information, cloud-based applications, and communication systems to keep work moving and client service consistent.

As CGA prepared to move office, modernise communications, improve connectivity, and continue digitising the practice, it applied the same forward-thinking approach to its own technology environment. Think Technology Australia helped coordinate the moving parts, protect sensitive financial information and direct investment where it would deliver the greatest immediate value.

A timely transition, a bigger opportunity

After more than 25 years in business, CGA had built up a large volume of historical files and records. While the firm was already using cloud-based tools, including Microsoft 365, there was an opportunity to improve how information was accessed and managed, particularly across local and offshore teams.

The office move created a natural point to review the systems that directly affected client service: connectivity, phones, file access, remote work, security, and ongoing support. If those pieces were not coordinated properly, staff risked losing access to information, client communication could be interrupted, and leadership could be pulled into technology issues during an already significant business transition.

Some changes had to be ready from day one. Others could be sequenced into later phases. CGA needed clear guidance on what to prioritise, what could wait, and how to keep the transition commercially practical while moving toward a more modern, secure way of working.



“We were reviewing several parts of our technology environment at once, while also preparing to move office. The challenge was making sure the business could keep operating while those changes were managed.”

Jenna Deutscher

General Manager, Cook Group Advisory



Making the new office work from day one

Think Technology Australia shaped the work around what mattered most to CGA: keeping client service consistent through the move while improving the systems staff relied on every day.

CONNECTING THE MOVING PARTS

The office move was treated as part of a broader technology transition, not a standalone relocation. Think Technology Australia planned the work across networking, internet, phones, cloud access, file storage, security, and support, with a clear view of what had to be ready immediately and what could improve over time.

The new office needed dependable connectivity from the start. Think Technology Australia set up the network environment, supported internet access, and put a temporary 4G connection in place while the primary service was being completed. Once the main connection was active, 4G remained in place as a backup service, reducing the risk of downtime affecting staff or client communication.

Communications were modernised at the same time. CGA moved from its previous phone system to a more flexible service that supported day-to-day client contact in the new office, with additional capability around call recording, transcription, and AI-generated summaries.

MODERNISING IN THE RIGHT ORDER

The move also created an opportunity to reduce reliance on older office-based systems. CGA was already using Microsoft 365, but there was room to make better use of it. Think Technology Australia began supporting the transition of files and services into Microsoft 365, OneDrive, SharePoint, and related cloud-based tools, helping staff access information more consistently across office, remote, and offshore locations.

Security was strengthened as part of the same program, so CGA could modernise access while maintaining appropriate protection around sensitive financial and personal information.

The work was staged around continuity and budget. Immediate requirements were handled first so CGA could operate from the new office. Device refreshes, user lifecycle processes, automation, AI opportunities and broader maturity improvements were then planned into later phases. Within a month, CGA was operating from the new office with the key systems in place.



“Think Technology Australia managed the technology side of the move quickly and practically. They relocated the key systems, set up the new office environment, and had the phone system running within a day.”

Jenna Deutscher

General Manager, Cook Group Advisory



Continuity people could feel

The most important outcome was continuity. CGA moved through a major office and technology transition without unnecessary disruption to client work or staff productivity.

For the people closely involved, the planning and coordination were visible behind the scenes. For most of the team, the experience was simple: they arrived, logged in and continued working. CGA now has more resilient connectivity, more flexible communications and a clearer path toward cloud-based file access. Security has also been strengthened to support the firm's responsibility to protect sensitive client information.



“For most of the team, the transition was seamless. They were able to log in and continue working as usual, which was exactly what we needed from a business continuity perspective.”

Jenna Deutscher

General Manager, Cook Group Advisory

WHAT CHANGED FOR CGA?

- ✓ **Client service maintained:**
CGA moved office and modernised key systems while staff continued working.
- ✓ **Controlled transition:**
The core environment was planned, implemented, and operational in the new office within a month.
- ✓ **More resilient connectivity:**
Primary internet and backup 4G failover gave the new office a more dependable setup.
- ✓ **More flexible communications:**
The new phone system supported day-to-day client contact without relying on the previous office-based setup.
- ✓ **Easier access to information:**
Cloud-based file management reduced dependence on legacy infrastructure and improved access across locations.
- ✓ **Stronger protection for client data:**
Improved controls supported CGA's responsibility to manage sensitive client and financial information securely.

Building momentum beyond the project

For CGA, the engagement has moved beyond the office transition. Think Technology Australia now supports the firm through ongoing managed services and advisory guidance.

Regular conversations help CGA review what is working, assess what needs attention, and plan improvements in a staged way. Future focus areas include fleet management, user onboarding and offboarding, automation, AI opportunities, incident response planning, and continued improvement across systems, security, and processes.

This gives CGA a practical way to keep improving at a pace the firm can absorb, while keeping technology aligned to business priorities.



“We now have regular conversations with Think Technology Australia about where we are, what needs attention, and what should come next. They provide guidance based on what they can see in the background, and we can then make decisions around budget, timing, and priorities.”

Jenna Deutscher

General Manager, Cook Group Advisory

A partner that feels part of the team

For CGA, the value of working with Think Technology Australia extends beyond the office move. The firm now has a technology partner that understands its goals, supports day-to-day operations, and helps plan what comes next.

“Think Technology Australia has become an extension of our team,” says Jenna Deutscher, General Manager at Cook Group Advisory. “They understand what we are trying to achieve and support the business in a way that feels practical, responsive, and aligned to our goals.”



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