
Growing together: Helping Ngamuru Advisory keep pace with changing security requirements

Ngamuru Advisory is a Canberra-based defence consultancy supporting clients in a highly secure and regulated environment. Its people work across offices, home environments, client sites, Defence facilities, and, at times, overseas. Their work depends on secure access to information, reliable devices, and systems that support consultants wherever they need to work.

Think Technology Australia has worked with Ngamuru Advisory for more than a decade. What began as managed IT support has grown into a broader technology leadership relationship spanning Microsoft 365, device management, user lifecycle, security, compliance, connectivity, advisory support, and more recently, automation and AI.

As Ngamuru Advisory has grown from a small consultancy into a team of around 50 people, its requirements have become more complex. Think Technology Australia has grown with them, building the support capacity, security capability, and advisory depth needed to help the business keep operating securely.

When growth brought more responsibility

Ngamuru Advisory's work with Defence meant security had to be built into how the business operated. Consultants needed secure access to systems and information across different work environments, often where connectivity or device access could be constrained.

As the business grew, those requirements became more formal. Essential Eight maturity became more important, DISP requirements needed to be supported, and Ngamuru Advisory needed stronger visibility across devices, vulnerabilities, users and access. Critical updates also had to be managed across a distributed fleet, even when laptops were not always connected.

The challenge was meeting those obligations without slowing consultants down or building a full internal IT and security function. Ngamuru Advisory needed a partner that could understand the compliance environment, guide priorities, maintain continuity through stakeholder changes and strengthen security in a way that supported how people actually worked.



“As Defence raised the maturity level expected of industry consultants, we needed to understand what that meant in practice and what needed to change. We also needed to keep our people working across different locations and client environments without adding unnecessary complexity.”

Andrew Jamieson

Director of Innovation, Ngamuru Advisory

Ngamuru
Advisory

Advancing security maturity at the right pace

Ngamuru Advisory's relationship with Think Technology Australia has evolved well beyond managed IT support. As Defence requirements became more demanding, Think Technology Australia helped strengthen security and compliance maturity, including support for DISP and Essential Eight Maturity Level Two.

The work has been practical and staged. Think Technology Australia has helped improve authentication, device management, user lifecycle processes, security awareness, and Microsoft 365 E5 capability, introducing changes in the right order so the business could keep moving.

That same approach now extends into automation and AI. Ngamuru Advisory is exploring practical ways to support tender and bid-related work, with Think Technology Australia helping test, refine and implement what makes sense for the business.



“As our requirements have grown, Think Technology Australia has grown with us. They understand where we've come from, how our needs have changed, and what we need to keep operating securely. That history matters, because they aren't coming in cold each time something changes. They understand the business and can help us move forward from where we actually are.”

Andrew Jamieson

Director of Innovation, Ngamuru Advisory

FOUNDATIONS BUILT OVER TIME



MICROSOFT 365 E5 CAPABILITY

Microsoft 365 E5 capabilities are being introduced progressively, giving Ngamuru Advisory stronger security, compliance and management controls without changing everything at once.



DEVICE AND PATCH MANAGEMENT

Devices are monitored and managed across a distributed team, so critical updates can be identified and addressed even when laptops are not always connected.



IDENTITY AND ACCESS CONTROLS

Authentication and access settings have been strengthened to help consultants work securely across offices, home environments, client sites, Defence facilities and overseas.



SECURITY AWARENESS TRAINING

Ongoing training and phishing simulations help staff understand their role in protecting information, while supporting compliance and insurance requirements.



AI AND AUTOMATION SUPPORT

Think Technology Australia is helping Ngamuru Advisory test practical automation and AI use cases, including tender and bid-related work, in a controlled way.

Confidence in secure day-to-day work

The value of the relationship shows up in daily operations. Consultants can work with greater confidence that security settings, access controls, and compliance requirements are being managed in the background. Leadership has clearer visibility over technology risk, and users have support when they need help.

One practical example is device patching. If a laptop has not been online and may fall behind on required security updates, Think Technology Australia alerts Ngamuru Advisory so action can be taken. This helps the business maintain compliance without relying on manual checks or internal technical oversight.

Support is also responsive. Users can raise issues early and get clear guidance on what needs to happen next, helping Ngamuru Advisory keep people productive while maintaining the controls its environment requires.



“We have consultants working across different states, from home, from offices, and from client sites. Think Technology Australia helps us make sure those devices are managed properly and that critical updates are not missed. If a laptop hasn’t been turned on and it needs attention, they alert us so we can act. That is the kind of detail we can’t manage properly on our own.”

Andrew Jamieson

Director of Innovation, Ngamuru Advisory

WHAT CHANGED FOR NGAMURU ADVISORY?



Compliance is easier to maintain

Ngamuru Advisory has clearer oversight of security requirements, reducing the internal burden of managing Defence-related obligations across users, devices and access.



Consultants can work securely across all locations

Security controls support work across offices, home environments, client sites, Defence facilities and overseas travel, helping consultants stay productive without weakening protection.



Less risk from unmanaged devices

Device monitoring and patch management gives Ngamuru Advisory a more reliable way to identify laptops that need attention before they create compliance or security gaps.



Support is more responsive and useful

Users can raise issues early and receive practical support, helping problems get resolved before they slow down work or create wider operational friction.



Technology decisions are easier to plan

Lifecycle management, Microsoft 365 capability, automation and AI opportunities are reviewed over time, giving Ngamuru Advisory a clearer path for improvement without overwhelming the business.



Keeping technology aligned with what comes next

Ngamuru Advisory's environment will continue to evolve as Defence expectations, security standards, and business needs change.

The next phase includes continued rollout of Microsoft 365 E5 capabilities, staged carefully so improvements strengthen security, compliance, and management without creating unnecessary disruption for users.

Automation and AI will also remain a focus, particularly around practical ways to support tender and bid-related work. With Think Technology Australia's guidance, Ngamuru Advisory can keep improving while maintaining the security, compliance, and usability its sector requires.

A partner that grows with the business

For Ngamuru Advisory, the value of working with Think Technology Australia extends beyond managed IT support. The business has a partner that understands its environment, supports daily operations, and helps prepare for what comes next.

“Think Technology Australia has always encouraged open communication,” says Andrew Jamieson, Ngamuru’s Director of Innovation. “When we raise issues or explain what we need, they always treat that information as useful. It helps them understand our environment more clearly, respond proactively, and make sure we are supported in the right way.”

For organisations working in secure or regulated environments, the lesson is clear: the right technology partner helps the business keep moving safely, practically, and with confidence.



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