

# Delivering a Large-Scale Migration During a Global Pandemic

A Case Study of how Australia's Largest Rail Freight Operator Changed Managed Service Providers

## About Aurizon

Aurizon is Australia's largest rail freight operator – connecting miners, primary producers, and industry with international and domestic markets. Every year they transport 250+ million tons of Australian commodities across an extensive Australian rail and road network. Aurizon employs 4,000+ staff across 50+ locations and is a top 50 ASX company.

## At a glance

**Industry**  
Transportation

**Company size**  
5,000–10,000

**Country**  
Australia

## Business challenge

- Significant improvement needed to end-user support and IT Platform support services
- Changes to transition plan due to global pandemic

## The solution

- Dedicated support team of 40+ Brennan staff
- Managed IT Services

## The Results

- Brennan now supports 4,000 users and the infrastructure on which they rely
- All services transitioned on time, with a significant number delivered 4–8 weeks ahead of schedule

## The Summary

When Aurizon, Australia's largest rail freight operator, decided to change managed service providers, Brennan answered the call, beating out several global IT outsourcers to win the business. The large-scale migration of support for over 4,000 users and the infrastructure on which they rely was managed seamlessly in very challenging circumstances due to the COVID-19 lockdown.

# The Challenge

In 2019, Aurizon decided to look at how they could transform their outsourced managed IT services, as part of a strategic plan to enable greater innovation and increased flexibility.

They were also looking for a different way to deliver IT support, for a partner that could drive innovation and continuous technology improvement – ensuring the business continued to maintain its competitive advantage, providing the speed, quality and security their business and its customers depend on.

So, they decided to put their Managed IT Services – worth \$20M over multiple years – out to tender.

Several global IT outsourcers submitted proposals, however, Aurizon recognised Brennan's ability to work in partnership and their commitment to developing and delivering the best possible solution.

# The Solution

After being awarded the contract in early 2020, Brennan assembled a core team of experienced Brennan staff and began recruitment to build out a dedicated Aurizon support team of 40+ staff within their own business – a very challenging task during a global pandemic. They reviewed 4,000 applicants, conducted 700 technical tests, and completed 200 interviews – the majority of which were virtual – to assemble the best possible team.

With these foundations in place, Brennan worked closely with Aurizon's internal IT team and their incumbent to refine the plan to ensure this large-scale IT Managed Services transition would happen seamlessly, in stages, with minimal risk and business disruption.

As they embarked on the planning, they quickly had to pivot their approach to the transition to cope with COVID-related restrictions, which meant almost everything originally planned, face to face shadowing, onsite workshops etc. had to be worked on and delivered remotely.

# The Result

Large-scale migration is no easy task – yet Brennan delivered all services on time, with a significant number being delivered 4 to 8 weeks earlier than originally planned and with no significant interruption to Aurizon's operations or people, all during a global pandemic.

Brennan is now providing ongoing Managed IT Services to Aurizon – supporting its 4,000+ users, 160+ meeting rooms, 1,000+ servers, and 1,000+ network devices around the clock.

Dave Stevens, Brennan's Managing Director, believes the success of the Aurizon relationship comes down to the fact that both organisations have a similar approach and ethos when it comes to valuing culture, people, great service, and ongoing innovation.

"We're thrilled with the outcome of this initial phase and are very excited about our ongoing partnership. We provide a wide range of managed services and support to Aurizon's users and have formed a trusted working partnership that is set to last well into the future," he says.

The next phase will involve maximising Aurizon's continuous enhancement capabilities via a dedicated team which includes people on-site at Aurizon's head office in Brisbane, as well as various regional locations.

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## The Brennan Experience

Brennan is uniquely positioned to transform, deliver, and manage your complete IT environment – so your people can have a truly seamless IT experience, wherever they are working.

We provide powerful technology solutions for Australian organisations, with a portfolio of services that ranges from strategy and advisory, to application development, to end-user support, and more.

Our teams are crazy about delivering an exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving a world-class Net Promoter Score of +80.

Get in touch with us today to see how we can help your organisation.

**Speak to us today**

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