RES BUSINESS IT

How ACC enhanced connectivity and security with RES Business IT

AS ONE OF AUSTRALIA'S LARGEST VERTICALLY INTEGRATED BEEF SUPPLY CHAIN BUSINESSES, AUSTRALIAN COUNTRY CHOICE (ACC) OVERSEES EVERY STAGE OF PRODUCTION – FROM PADDOCK TO PLATE.

With operations spanning cattle breeding, backgrounding, feedlots, and processing, ACC supplies premium beef products to domestic and international markets. Headquartered in Queensland, ACC manages a network of 12 properties, three feedlots, and a state-of-the-art central processing facility. Their commitment to quality, sustainability, and innovation underpins their leadership in the beef industry and their ability to deliver exceptional products tailored to customer needs.

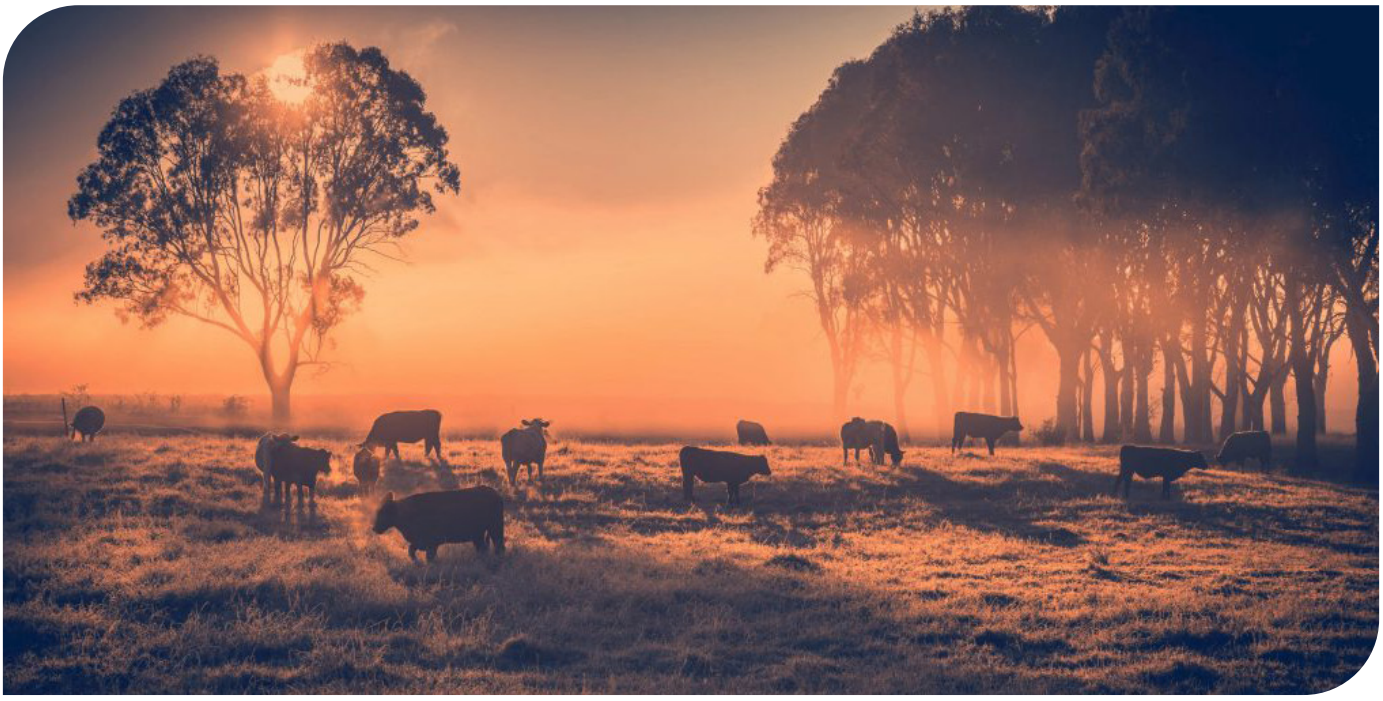
Keeping operations connected and secure across a growing network

How do you keep a large-scale operation connected when it spans multiple sites, from rural properties to busy processing facilities? For ACC, their IT systems were starting to show their age. Connectivity was unreliable in remote areas, and some parts of the network struggled to keep up with the demands of modern operations.

Feedlots relied on mobile and satellite services, which often weren't consistent enough for seamless work. At Cannon Hill, the network had to support 300 staff and 400 IoT devices, putting it under constant strain. Wi-Fi, critical for both business and personal communication, also wasn't performing as well as it needed to.

ACC realised it was time for a fresh approach. Instead of patching up outdated systems, they decided to create a modern, scalable IT environment that would meet their current needs and help them grow into the future.

"Working with RES Business IT gave us the opportunity to address key areas in our IT ecosystem quickly and effectively. Their pragmatic and adaptable approach ensured we could move forward confidently and focus on where it mattered most." **– DES WOOLFIELD, CHIEF TECHNOLOGY OFFICER, AUSTRALIAN COUNTRY CHOICE**



Building a secure, connected, and scalable IT foundation

When ACC partnered with RES Business IT, the goal was clear: modernise their IT systems to create a network that was reliable, secure, and ready to support their operations across all sites. RES designed a tailored solution that addressed connectivity, security, and device management while ensuring ACC's 24/7 operations could continue without interruption.

A network built for reliability

RES restructured ACC's network using Fortinet technology, creating a high-availability setup that ensured reliable connections across all locations. At Cannon Hill, redundant fibre connections strengthened resilience, while custom Wi-Fi installations solved connectivity issues in areas like cold storage. For rural sites, Starlink brought dependable internet access, helping both business systems and employees stay connected.

Stronger security at every level

Cybersecurity was another priority. RES upgraded ACC's Microsoft 365 environment with Multi-Factor Authentication (MFA), Data Loss Prevention (DLP), conditional access, and hardening email protections like SPF and DMARC. These updates aligned ACC's systems with Essential 8 best practices and provided greater protection for data and devices.

Seamless device management

ACC's device setup was standardised to a Windows 11 environment managed through Microsoft Intune. This made it easier for ACC's IT team to manage devices across sites, while also improving security and providing a consistent experience for employees.

By phasing the rollout, RES avoided disruptions. Cannon Hill was prioritised first, with updates to rural sites following in carefully planned stages. This approach kept operations running smoothly while each phase was tested and implemented.

"RES Business IT combined their technical expertise with a deep understanding of our needs. Together, we implemented a secure Fortinet-based network and a modern Windows 11 environment, creating a consistent and reliable user experience across all sites." **– DES WOOLFIELD, CHIEF TECHNOLOGY OFFICER, AUSTRALIAN COUNTRY CHOICE**

Delivering real results for operations and people

The collaboration between ACC and RES Business IT delivered results that went beyond technical upgrades. The changes have had a meaningful impact on both ACC's operations and its people.

- **Reliable connectivity:** Upgraded Wi-Fi and Starlink integration ensured smooth performance at all locations, making work easier for staff and improving quality of life for employees at rural sites.
- **Enhanced security:** Updated protections like MFA, DLP, and conditional access brought ACC's systems in line with modern security standards, reducing risks and strengthening resilience.
- **Simplified device management:** Using Microsoft Intune and Windows 11, ACC now has a streamlined device setup that is secure and easy to manage.

All of this was achieved with minimal disruption. RES scheduled updates during quieter times and worked closely with ACC's IT team to test and validate each phase of the rollout. The collaboration also included knowledge-sharing, which empowered ACC's team to confidently manage the new systems.

KEY OUTCOMES

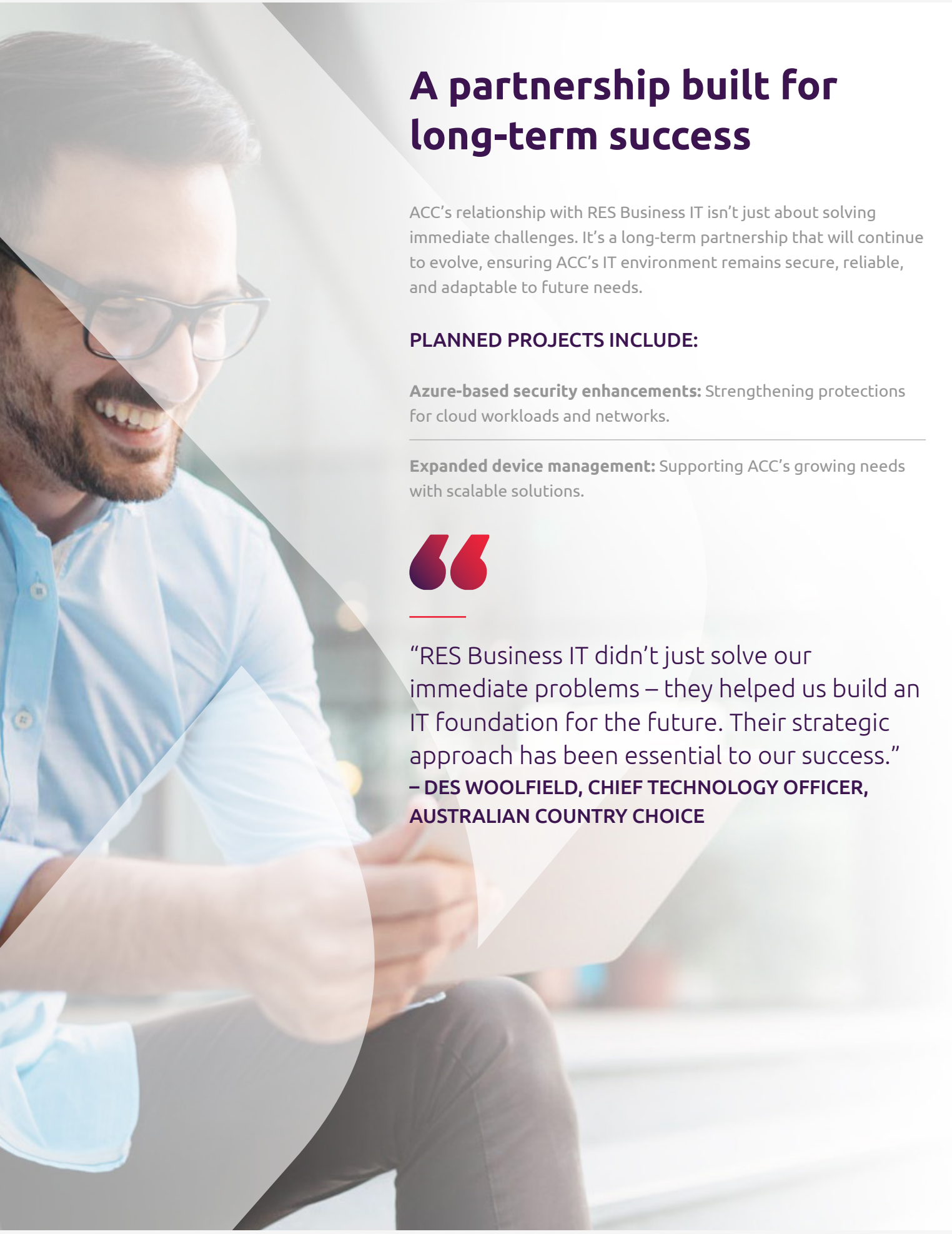
Improved security maturity: Essential 8 compliance has made ACC's systems more resilient and reduced vulnerabilities.

Enhanced connectivity: A reliable network now supports seamless operations across all locations.

Empowered internal team: ACC's IT staff gained the skills and confidence needed to manage and grow their systems effectively.

"The collaboration with RES Business IT has significantly improved our IT systems' usability and security. Their knowledge-sharing approach has been invaluable in empowering our team to manage and grow our capabilities independently." **– DES WOOLFIELD, CHIEF TECHNOLOGY OFFICER, AUSTRALIAN COUNTRY CHOICE**





A partnership built for long-term success

ACC's relationship with RES Business IT isn't just about solving immediate challenges. It's a long-term partnership that will continue to evolve, ensuring ACC's IT environment remains secure, reliable, and adaptable to future needs.

PLANNED PROJECTS INCLUDE:

Azure-based security enhancements: Strengthening protections for cloud workloads and networks.

Expanded device management: Supporting ACC's growing needs with scalable solutions.

"RES Business IT didn't just solve our immediate problems – they helped us build an IT foundation for the future. Their strategic approach has been essential to our success."
– DES WOOLFIELD, CHIEF TECHNOLOGY OFFICER, AUSTRALIAN COUNTRY CHOICE

Lessons from ACC's IT transformation

ACC's experience shows how important it is to work with a partner who understands both the technical challenges and the bigger picture. For them, success came from aligning technical expertise with cultural fit and long-term goals. This collaborative approach ensured their IT transformation delivered meaningful, lasting results.

"RES Business IT transformed our fragmented IT environment into a secure, flexible, and connected system. Their commitment to our success has made them a trusted partner." **– DES WOOLFIELD, CHIEF TECHNOLOGY OFFICER, AUSTRALIAN COUNTRY CHOICE**

For organisations looking to modernise their IT infrastructure, ACC's journey offers a valuable example: the right partner and a thoughtful strategy can make all the difference.

RES BUSINESS IT

BRISBANE HEAD OFFICE

sales@resit.com.au
support@resit.com.au

(07) 3513 8900

2A, Level 2, 50 McDougall St
Milton, QLD 4064

RESIT.COM.AU