RES. BUSINESS IT

How RES. Business IT empowered Reward Hospitality to scale, secure, and thrive

WITH 27 LOCATIONS ACROSS AUSTRALIA, NEW ZEALAND, AND THE PACIFIC ISLANDS, REWARD HOSPITALITY IS A TRUSTED LEADER IN PROVIDING FOOD SERVICE SOLUTIONS.

Serving industries such as hospitality, healthcare, education, and entertainment, they offer an extensive product range that includes tabletop, kitchenware, drinkware, packaging, and more. Through a global network of suppliers, Reward Hospitality ensures its clients have access to high-quality, fit-for-purpose products tailored to their needs. Whether working with a single-site operator or a multinational corporation, their commitment to exceptional service and tailored solutions positions them as a key partner for businesses across these sectors.

Growing pains: Addressing IT infrastructure and integration challenges for expansion

As Reward Hospitality expanded, it quickly became clear that their ageing IT infrastructure wasn't equipped to handle the company's rapid growth. Their on-premise servers were becoming unreliable, leading to increasing downtime risks and rising maintenance costs. The outdated infrastructure simply couldn't keep pace with the demands of integrating multiple new sites, creating bottlenecks that slowed down operations and made growth difficult.

IN REFLECTING ON THESE CHALLENGES, BEAU MILLHOUSE, IT MANAGER AT REWARD HOSPITALITY, EXPLAINED,

"We're a small team juggling the technology demands of a large and complex organisation with many moving parts. We needed a partner with not only the right skills, tools, and expertise, but the ability to go deep in key areas. We needed a partner that could help us refine our strategy as well as deliver results."

Struggling to scale with outdated systems

Not only was the infrastructure no longer fit-for-purpose, but Reward Hospitality's reliance on an outdated MPLS network was also holding them back. Bringing new locations online could take months, adding pressure to scale quickly and remain competitive. Plus, as the business grew, so did the risks. Without a modern security framework in place, Reward Hospitality was exposed to greater cybersecurity threats and vulnerable to unauthorised access and data breaches.

At the same time, their small IT team was stretched thin, constantly managing daily maintenance of failing systems. This left little room to focus on innovation or strategic growth. Without an IT overhaul, Reward Hospitality faced the risk of losing its competitive edge as it continued to expand.

Future-proofing growth with cloud, networking, and security upgrades

SO WHAT WAS THE NEXT STEP?

To build a system that could help Reward Hospitality grow securely and sustainably, RES. Business IT developed a multi-faceted solution to tackle their IT challenges head-on. This meant focusing on resolving immediate issues while also preparing the company for long-term scalability.

From physical to flexible: Migrating to Microsoft Azure

One of the biggest challenges was the company's on-premise infrastructure, which had become an expensive liability. RES. Business IT migrated Reward Hospitality's systems to Microsoft Azure, eliminating the need for physical servers. This not only significantly reduced maintenance costs but also improved disaster recovery. More importantly, it provided the company with a flexible, scalable infrastructure that could easily grow alongside their expansion.

Slashing delays: Accelerating site integration with SD-WAN

Network integration was another major bottleneck. RES. Business IT replaced the outdated MPLS network with SD-WAN technology. This upgrade cut the time it took to integrate new sites in half, transforming a process that once took months into one that could be completed in weeks.

Closing security gaps: Implementing zero-trust and endpoint protection

As Reward Hospitality expanded, cybersecurity became an even greater concern. RES. Business IT introduced a zero-trust security model, which continuously authenticated users and devices across the network, ensuring that only authorised access was permitted. Along with that, Microsoft Defender was rolled out across all devices to provide comprehensive endpoint protection.

"RES. Business IT helped us migrate to Microsoft Azure for a more agile, scalable infrastructure. The SD-WAN solution streamlined site integration, and with zero-trust security and Microsoft Defender, we now have robust protection as we grow. Their holistic approach to addressing our cloud, networking, and security needs has been critical in supporting our wider business goals."
– BEAU MILLHOUSE, IT MANAGER, REWARD HOSPITALITY

Unlocking seamless expansion and bolstering IT operations

The solutions provided by RES. Business IT did more than fix short-term issues. They laid the foundation for long-term, sustainable growth. With faster site integrations, enhanced security, and a more flexible infrastructure in place, Reward Hospitality was finally able to scale confidently.

THE IMPACT WAS CLEAR ACROSS THE BUSINESS:

Cutting integration times by half, powering faster expansions

Thanks to the implementation of SD-WAN, the company dramatically reduced site integration times. New locations were now able to come online in a matter of weeks, allowing Reward Hospitality to keep pace with its aggressive acquisition strategy without the delays that had previously hindered their growth efforts.

Azure cloud migration removes growth limitations and slashes downtime risks

By migrating to Microsoft Azure, Reward Hospitality overcome the limitations imposed by physical servers. The cloud infrastructure gave the company the flexibility it needed to onboard new locations with ease, while also reducing downtime risk through Azure's built-in disaster recovery capabilities.

Proactive security model eliminates vulnerabilities and ensures peace of mind

The introduction of the zero-trust model and Microsoft Defender closed critical security gaps that had previously left Reward Hospitality exposed. With this new security framework in place, the IT team no longer had to worry about unauthorised access or potential data breaches, even as the company continued to expand.

IT team shifts from reactive firefighting to strategic innovation

Most importantly, the new infrastructure allowed the IT team to stop constantly reacting to system failures and maintenance issues. Instead, they could now focus on driving strategic growth initiatives, such as improving customer service and operational efficiency across their expanding network of sites.

> "Prioritising the SD-WAN project delivered rapid value to the business. We were able to connect new teams and bring sites online quickly, even as broader projects were still underway. The flexibility and speed of implementation were game changers for our expansion efforts."
> **– BEAU MILLHOUSE, IT MANAGER, REWARD HOSPITALITY**

KEY BENEFITS DRIVING REWARD HOSPITALITY'S SUCCESS

50% reduction in site integration times: SD-WAN allowed the company to onboard new locations in weeks, supporting their aggressive expansion plans.

Seamless growth with Azure: The cloud migration to Microsoft Azure eliminated the bottlenecks of on-premise systems and reduced downtime risks.

Stronger security, no compromises: Zero-trust and endpoint protection provided comprehensive security, ensuring data integrity across all locations.

Empowered IT team: The team could now focus on long-term projects and innovation, rather than putting out daily fires.



Setting the stage for ongoing growth with a future-proof IT foundation

With the strategic improvements delivered by RES. Business IT, Reward Hospitality is now fully equipped to manage future growth with confidence. Their new infrastructure supports rapid site integration, robust security, and greater operational efficiency, ensuring the business remains scalable and secure as it expands across the Asia-Pacific region.

AS BEAU EXPLAINS,

“Working with RES. has helped us build momentum in transforming our platform. Their ability to support our complex needs, while understanding what’s most important to our business, has been invaluable.”

RES. Business IT continues to be a trusted partner, helping Reward Hospitality navigate the evolving technology landscape and ensuring their IT systems can keep pace with their ambitions.

Lessons for growing businesses: Building scalable infrastructure to support expansion

FOR COMPANIES EXPERIENCING RAPID GROWTH, BEAU MILLHOUSE HIGHLIGHTS THE IMPORTANCE OF BUILDING INFRASTRUCTURE THAT CAN SCALE SEAMLESSLY. HE SHARES,

“RES. Business IT didn’t just solve our immediate problems – they helped us build an IT foundation that could grow with us. Their strategic approach has been essential to our success, and I’d recommend any expanding business work with a partner who can offer this level of foresight.”

With RES. Business IT’s support, Reward Hospitality is confident that their IT infrastructure will continue to meet the demands of their expanding business.

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