

MANAGED IT · SD-WAN · MODERN DESKTOP

# A Complete IT Transformation for **Consillion**.

INDUSTRY

Cash Management

LOCATIONS

Australia & UK

PROGRAMME

3-Pillar Delivery

OUTCOME

Unified IT Platform

“We are delighted we chose Virtuelle to update to a modern desktop and SD-WAN environment. We now have a single point of contact for IT support which has significantly improved our operational efficiency and user satisfaction.”

— Bill Langan, Senior Vice President, Operations, Asia-Pacific, Consillion

## THE CHALLENGE

# An Ageing Environment Holding Growth Back

Consillion needed to bring their IT estate into the modern era — dealing with outdated infrastructure, a network unable to scale, and a fragmented support model leaving teams across Australia and the UK frustrated.

### Outdated Desktop Environment



Legacy endpoints unable to support modern collaboration or remote working at the scale Consillion required.

### Rigid Legacy Network



Inflexible WAN infrastructure causing latency issues and limiting bandwidth efficiency across offices.

### Fragmented IT Support



Multiple support contacts across two countries creating confusion, delays, and poor end-user experience.

### CLIENT SNAPSHOT

COMPANY **Consillion**

INDUSTRY **Cash Management**

LOCATIONS **AU & United Kingdom**

CONTACT **Stephen Basford**

ROLE **GM Software & Systems**

SOLUTIONS

Modern Desktop

Meraki SD-WAN


Managed IT Support

THE SOLUTION

# A Three-Pillar IT Transformation

Virtuelle designed and delivered a cohesive programme covering every layer of Consillion's IT — from endpoints and network to unified support — in one coordinated engagement.

## 01




### Modern Desktop Deployment

Automated device deployment and lifecycle management via Microsoft Intune across Australian and UK offices — keeping every endpoint

Microsoft Intune · M365

## 02

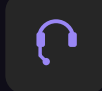


### Meraki SD-WAN Solution

A new Cisco Meraki SD-WAN rolled out across Australian offices — replacing rigid legacy infrastructure with intelligent traffic optimisation,

Cisco Meraki · SD-WAN

## 03




### Single Point of Contact IT Support

Consolidated IT support across both countries into one unified helpdesk — delivering consistent, efficient issue resolution regardless of location and

Unified Helpdesk · ITSM

RESULTS AT A GLANCE


# Measurable Impact. Across Two Countries.



### Improved Productivity

Employees across Australia and the UK gained a modern, fully managed desktop — enabling seamless collaboration and efficient working from any location.


100% OF OFFICES MODERNISED



### Network Performance

Meraki SD-WAN delivered a faster, more reliable network with centralised management, reduced latency, and the resilience to support Consillion's ongoing growth.


↓ Latency ACROSS ALL SITES



### Streamlined IT Support

A single point of contact unified the support experience across two countries — cutting response times, reducing downtime, and improving day-to-day user satisfaction.

1 SUPPORT CONTACT FOR AU & UK



### Built for Scalability

The new IT infrastructure was designed to grow with Consillion — flexible enough to accommodate new locations, users, and technologies without disruption or

∞ ROOM TO SCALE

THE OUTCOME

## A Unified Platform for the Digital Future.

Consillion now operates on a unified, modern IT platform spanning two countries — with the performance, security, and support structure needed to compete and grow. What was once a fragmented, ageing environment has been transformed into a streamlined foundation for their digital future.

2

Countries unified



3

Pillars delivered



1

Support contact



∞

Scalable infrastructure



READY TO TRANSFORM?

## Let's Modernise Your IT Environment.

Join organisations like Consillion who trust Virtuelle Group to design, deliver and manage their entire IT operation — from endpoints to network to support.



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