



CASE STUDY

HOW HVGM TRANSFORMED CUSTOMER AND STAFF EXPERIENCES WITH TRUSTPOINT

COMPANY OVERVIEW

Hunter Valley Granite & Marble is a Newcastle-based, female-owned company specialising in the design, fabrication, and installation of premium stone surfaces. With an in-house team and a reputation for quality craftsmanship, they service residential and commercial projects across the Hunter, Central Coast, and beyond.

CHALLENGE

Disconnected Systems

HVGM's Newcastle showroom and Rutherford warehouse were running on separate IT systems, making communication and coordination difficult.

Manual Workflows

Day to day operations relied on paper based order processes, which slowed productivity and increased the risk of errors.

Lack of Standardisation

There was no consistent IT setup across sites, creating inefficiencies and limiting their ability to scale smoothly.

SOLUTION

Trustpoint worked closely with HVGM to modernise their IT environment and streamline operations. We connected the showroom and warehouse with new telecommunications, introduced a cloud phone system with automation, partnered with a third party to build a custom workflow platform, and fitted out the new showroom with a modern, standardised IT setup.

RESULTS

HVGM now operates with a connected and efficient IT environment that supports growth. Staff collaborate seamlessly across sites, workflows are digitised and accurate, and customers benefit from smoother communication and faster service, all on a scalable foundation for the future.

Testimonial

"Trustpoint transformed the way we work across our showroom and warehouse. Moving from paper-based systems to a connected, cloud-based workflow has made our processes faster and more accurate, and the new IT setup in our showroom looks and works brilliantly. Their team understood our business and delivered solutions that make day-to-day operations so much easier."

— Kate Mercieca, Director, Hunter Valley Granite & Marble