



# Georgiou Group and Stellar: *a 30 year partnership built on trust and sustained growth*



Established in 1977, Georgiou Group is a leading building and civil construction company, delivering a wide range of engineering services professionally and capably. With more than 40 years' experience across Western Australia, New South Wales and Queensland, Georgiou Group has maintained a vision to be the best people to work with in the industry, which has been achieved by collaborating closely with their clients and partners to deliver optimal results.

## The challenge of *national expansion*



Georgiou Group, one of Australia's largest building and civil construction companies, operates in a highly complex environment that presents a unique set of challenges. Their projects often span across remote and challenging terrains, with teams on-site for extended periods. This often leads to significant hurdles in establishing reliable IT infrastructure and network connectivity.

To ensure steady growth, finding an IT partner who offered adaptable and scalable solutions was key. And as Georgiou Group sought to diversify its capabilities within infrastructure and network connectivity, as well as expanding its operations into Australia's eastern states, they faced the challenge of managing a vastly diverse market landscape.

# From little things, big things grow

Georgiou Group and Stellar Systems have worked together for decades. As one of Stellar's foundational clients, Georgiou Group has valued their partnership and unbiased advice from the very beginning. So, when Georgiou Group made the decision to grow into a national business, Stellar Systems began by providing comprehensive service desk support and high-level technical consulting.

Over time, as Georgiou Group's needs evolved, so did the partnership, expanding to provide nationwide support across all on-shore time zones, a big operational change for Stellar that demonstrated their dedication to helping Georgiou Group grow. And it didn't stop there. The adaptability and deep understanding of Georgiou Group's business has been pivotal, forming the foundation of their successful partnership.

## Evolving together: *Stellar's new role*

Stellar Systems and Georgiou Group's collaboration over the past 10 years has centred around one core goal: **to help Georgiou Group evolve into a national construction, infrastructure and networking provider.**

Stellar's role needed to go beyond simple IT maintenance. It needed to encompass strategic tech advice, as well as the introduction of new technologies and services that reinforced Georgiou Group's core areas of need spanning infrastructure, network, and connectivity. Over the years, all decisions have been

meticulously scoped, resulting in solutions that maintain reliability and functionality over long periods of time, evolving in tandem with Georgiou Group's growth, and supporting their position as an industry leader. In this period, Stellar needed to help Georgiou Group to grow from 450 users to over 750.

IT Manager at Georgiou Group, Sharjeel Siddiqui highlights how the trust between the two has brought upon wider national growth and success for the business.

*“When it comes to trust, there’s simply no question - we entrust Stellar with anything and everything. Their ability to introduce new ideas, offer innovative solutions, and provide valuable feedback, not to mention their connections with reliable vendors, has been invaluable. We have absolute confidence in their judgement. The transparent communication and aligned objectives have solidified them as an integral part of our own team.” explains Sharjeel.*



## Here’s a closer at key changes over the past 10 years:



### **PARTNERSHIP EVOLUTION**

Georgiou Group can manage 40-50 projects concurrently at any given time, ranging from remote to metropolitan locations. Stellar’s seamless integration into Georgiou Group’s IT environment has evolved to include liaising with vendors, suppliers, and stakeholders that cover every one of these sites.



### **ADAPTING AND STRENGTHENING**

Stellar’s role shifted from an outsourced service desk to strategic advice in network and infrastructure, prioritising stability and future-proofing Georgiou Group’s systems. Stellar’s expansion within Georgiou Group ensures most important IT decisions are made with their advice and recommendation.



### **COLLABORATIVE GUIDANCE**

Stellar provides invaluable guidance on critical network and infrastructure aspects, ensuring informed decision-making. Their role extends beyond technology, offering internal IT staff mentorship and training, equipping Georgiou Group’s IT staff to understand and navigate their systems confidently and efficiently.



## CENTRAL ROLE IN SECURITY

Stellar facilitated the implementation of a Managed Detection and Response (MDR) solution, ensuring an unbiased and tailored approach. A critical data centre refresh was also guided by Stellar, resulting in improved security oversight. Stellar has been able to manage other vendors as part of the security piece, ensuring the right solution is in place and works harmoniously with the rest of the IT infrastructure and requirement.

Another key strength of Stellar's is their adaptability and willingness to look beyond their scope. So says Sharjeel: *"With other MSPs, the experience I've seen is that they're quite rigid in their scoping and remit, and they'll let it be known they're not supposed to do the extra. That doesn't work for most businesses like us. Stellar, on the other hand, are flexible and collaborative. If it's IT related, they want to be a part of it."*



# A partnership that brought about *massive positive change*

Stellar's partnership with Georgiou Group has delivered transformative outcomes and benefits, significantly enhancing their fast-growing national operations.

This includes:

**Operational stability and security:** Stellar's robust security ensures uninterrupted operations and safeguards against breaches, enhancing efficiency and customer satisfaction.

**Improved site communications:** Stellar's solutions have helped boost reliability, enhancing operational efficiency and overall performance.

**Agile scalability:** Partnering with Stellar has allowed Georgiou Group to scale operations and adapt to evolving demands, increasing productivity.

**Confidence in systems:** Stellar's expertise and advice ensures long-term system stability, enabling Georgiou Group to focus on core operations with confidence.

**Tailored solutions:** Stellar consistently delivers customised solutions, driving efficiency and productivity aligned with Georgiou Group's specific needs as well as forecasting for future needs.

**Adaptability:** Stellar's agility in meeting evolving requirements aids in navigating industry shifts and changing project demands.

**Vendor assurance:** Stellar's feedback on vendor selections provides valuable insights and confidence in decision-making.

**Continuity of expertise:** Stellar's consistent team presence fosters trust and efficiency in the partnership. Their low staff turnover means that Georgiou Group has had the same faces on board since the beginning.

**Cost-efficiency:** Stellar's guidance and solution scoping leads to cost savings through optimised resource allocation and technology investments.

**Competitive edge:** Guided by Stellar's expertise, Georgiou Group's forward-thinking positions them as industry leaders, ensuring a competitive edge.

# Words of *advice*



For those looking for an MSP that will grow with their business, Sharjeel has this advice:

***“Selecting an MSP requires asking the right questions. Consider the technical staff’s expertise, future planning approach, and integration into your team. Avoid overly rigid scope definitions. That’s where Stellar’s strength lies – in their seamless integration and insider perspective. They’re tech-savvy, approachable, and provide lightning-speed responses. While a system exists for logging tickets, we’ve bypassed ticketing systems for more direct and efficient communication. Their friendly and proactive approach simplifies processes for a large, complex company such as ours.”***



# Plans for *the future*



Georgiou Group is excited about their tech-driven future. With an emphasis on cloud expansion, five-year infrastructure cycles, and heightened security measures, they’re more prepared than ever to meet the construction industry’s ever-evolving challenges. Informed vendor selections, bolstered cybersecurity, and streamlined business systems are at the forefront of this shift, and as exploration into AI technology looms large, Stellar’s expertise remains instrumental in their journey towards technological excellence.



## Let's connect

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