

Aurizon

Delivering A Large-Scale Migration During a Global Pandemic

A Case Study Of How Australia's Largest Rail Freight Operator
Changed Managed Service Providers



Case Study

Aurizon

Website

aurizon.com.au

Industry

Transportation

Company Size

5,001-10,000

Country

Australia

About Aurizon

Aurizon is Australia's largest rail freight operator – connecting miners, primary producers, and industry with international and domestic markets. Every year they transport 250+ million tons of Australian commodities across an extensive Australian rail and road network. Aurizon employs 4,000+ staff across 50+ locations and is a top 50 ASX company.

The Summary

When Aurizon, Australia's largest rail freight operator, decided to change managed service providers, Brennan answered the call, beating out several global IT outsourcers to win the business. The large-scale migration of support for over 4,000 users and the infrastructure on which they rely was managed seamlessly in very challenging circumstances due to the COVID-19 lockdown.

Business Challenge



- Significant improvement needed to end-user support and IT Platform support services
- Changes to transition plan due to global pandemic

The Solution



- Dedicated support team of 40+ Brennan staff
- Managed IT Services

The Results



- Brennan now supports 4,000 users and the infrastructure on which they rely
- All services transitioned on time, with a significant number delivered 4-8 weeks ahead of schedule

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The Challenge

In 2019, Aurizon decided to look at how they could transform their outsourced managed IT services, as part of a strategic plan to enable greater innovation and increased flexibility.

They were also looking for a different way to deliver IT support, for a partner that could drive innovation and continuous technology improvement – ensuring the business continued to maintain its competitive advantage, providing the speed, quality and security their business and its customers depend on.

So, they decided to put their Managed IT Services – worth \$20M over multiple years – out to tender.

Several global IT outsourcers submitted proposals, however, Aurizon recognised Brennan's ability to work in partnership and their commitment to developing and delivering the best possible solution.

The Solution

After being awarded the contract in early 2020, Brennan assembled a core team of experienced Brennan staff and began recruitment to build out a dedicated Aurizon support team of 40+ staff within their own business – a very challenging task during a global pandemic. They reviewed 4,000 applicants, conducted 700 technical tests, and completed 200 interviews – the majority of which were virtual – to assemble the best possible team.

With these foundations in place, Brennan worked closely with Aurizon's internal IT team and their incumbent to refine the plan to ensure this large-scale IT Managed Services transition would happen seamlessly, in stages, with minimal risk and business disruption.

As they embarked on the planning, they quickly had to pivot their approach to the transition to cope with COVID-related restrictions, which meant almost everything originally planned, face to face shadowing, onsite workshops etc. had to be worked on and delivered remotely.



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4,000 users,
160+ meeting rooms,
1,000+ servers,
1,000+ network devices



100% remote delivery



Dedicated support team



Delivered ahead
of schedule

The Results

Large-scale migration is no easy task – yet Brennan delivered all services on time, with a significant number being delivered 4 to 8 weeks earlier than originally planned and with no significant interruption to Aurizon's operations or people, all during a global pandemic.

Brennan is now providing ongoing Managed IT Services to Aurizon – supporting its 4,000+ users, 160+ meeting rooms, 1,000+ servers, and 1,000+ network devices around the clock.

Dave Stevens, Brennan's Managing Director, believes the success of the Aurizon relationship comes down to the fact that both organisations have a similar approach and ethos when it comes to valuing culture, people, great service, and ongoing innovation.

"We're thrilled with the outcome of this initial phase and are very excited about our ongoing partnership. We provide a wide range of managed services and support to Aurizon's users and have formed a trusted working partnership that is set to last well into the future," he says.

The next phase will involve maximising Aurizon's continuous enhancement capabilities via a dedicated team which includes people on-site at Aurizon's head office in Brisbane, as well as various regional locations.

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Want more information about the products and services that Brennan have helped Aurizon with? Here's a brief overview.

Visit brennanit.com.au for more information.

Related Services

Managed IT Services

Our dedicated and multi-disciplined team can look after every aspect of your environment and ensure things run smoothly. We do this by making sure we have the most diverse range of skilled, technical and outcome-focused people working for you.

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IT Support Services

Our flexible and agile approach to providing your people with the right IT support services so that they can deliver on core technology initiatives are just a few of the reasons our clients choose Brennan.

[Learn more →](#)

Staff Augmentation

If you've got urgent short-to-medium term ICT and project service needs, Brennan can find you the right person and have them on-site in just 1 week* with no long-term commitment.

[Learn more →](#)

Why Are **We Different?**

We're uniquely positioned to design, manage, and optimise your complete IT environment - or just the parts you need help with - so your people can have a truly seamless technology experience, wherever they are working.

Our teams are crazy about delivering an exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving a world-class Net Promoter Score of +80.

Unlike nearly every other Managed Services Provider, Brennan offers a complete range of services across infrastructure, networking, end-user support, unified communications & telephony, IT security, hardware & software procurement, pre-paid support & project services, and bespoke business application development such as CRM, intranet, and automation.

Get in touch with us today to see how we can help your organisation.

SPEAK TO US TODAY:

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