

A complete digital transformation:

How CBC Group moved to proactive IT to achieve their business goals in less than 12 months



CBC Group is committed to operational excellence. For over 30 years CBC Group have supported Australia's built-form environment through the quality delivery of Asset Management, Facilities Maintenance and Construction Services.

CBC Group proudly delivers sustainable, cost-efficient and compliant solutions, creating positive change within the communities they serve.

In 2023, as CBC Group's operational footprint continued to expand, CBC Group knew their IT requirements had outgrown their in-house team.

CBC Group was referred to several Managed Service Providers. Executive Consultant Kristen Magagnino says that VITG stood out for a range of reasons that resonated strongly with the CBC team.

After doing their due diligence and speaking with the VITG team, CBC Group were confident that VITG was the right choice.

"We were impressed with the offering and felt that it was a good fit. We were reassured by VITG's footprint in the construction space, knowing that they're supporting clients with similar service delivery, structures, and IT system infrastructure requirements."



"As we progress our digital transformation, we were keen to partner with a provider who was supportive of the change management that needed to happen to bring our teams along on the journey. We also wanted to partner with an organisation large enough that they could grow as we grow."

- Kristen Magagnino, Executive Consultant, CBC

Next-level, customised IT support

While initially looking for a Managed Service Provider, CBC found that VITG was also able to offer an extended range of services that could benefit their business.



Managed Services



VITG delivers ongoing, full-service IT management and support to ensure that CBC's daily operations and business continuity is maintained.

Managed Security



This is an ongoing engagement that provides continuous monitoring of CBC's cyber security. Thus far, a range of endpoint protection measures and other cyber security controls have been deployed, ensuring a robust cyber security posture.

Consulting services



VITG is acting as CBC's virtual CIO, providing guidance on infrastructure transformation, updating policies and protocols, and ensuring CBC conform with the dynamic IT standards applicable to their operating environment.

Opening up a future of continuous improvement

For some time, CBC had been looking to migrate assets to the cloud, knowing it would provide them with better visibility, efficiency, and planning capabilities.

"What VITG has brought in terms of a solution around the transformation is really quite impressive," says Kristen.

While the migration is yet to kick off, the planning stage has been hugely insightful and has built a huge amount of trust in VITG's ability to deliver.

"The planning phase of our infrastructure transformation has demonstrated the sophistication and skill VITG bring, ensuring the migration isn't done prematurely, there are appropriate policies in place, there's appropriate user training, and operational disruption is mitigated."



"With the depth of resources and skill set of VITG, we're now able to look at advancing our digital transformation, with various initiatives able to be deployed concurrently through the support of VITG's specialist teams."

- Kristen Magagnino, Executive Consultant, CBC

Business-changing benefits in under 12 months



Improved visibility

Improved IT performance and policies mean CBC can now better analyse its hardware and asset lifecycle, run reports more easily, plan budgets more effectively, and make more data-led decisions.



Increased security

Ensuring a robust security posture, which satisfies strict security standards.



Reduced business risk

CBC's business continuity has been enhanced with teams now supported by a 24/7 IT desk.



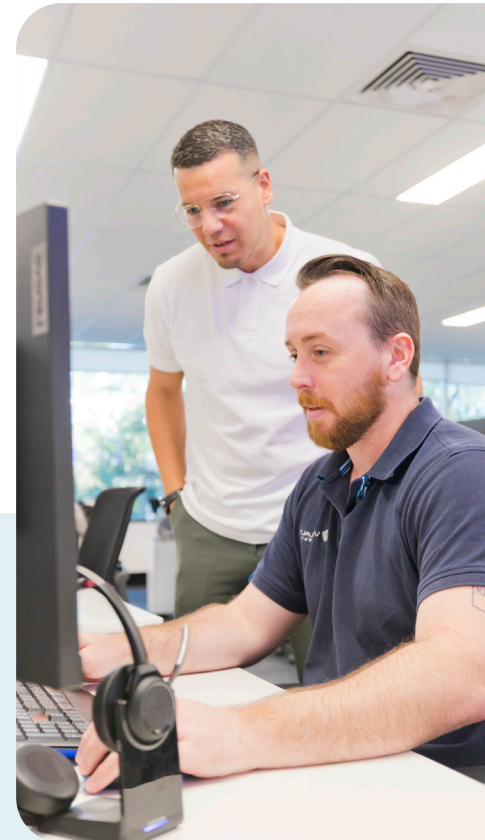
Improved awareness

Employee training and education run by VITG has made a big impression and minimised internal security gaps.



Enabled proactivity

CBC can now plan and implement strategic technology projects to continuously improve business capabilities.



Next-level, customised IT support

CBC might still be in the early days of its digital transformation, but they are moving quickly and have big plans for the future.

In the last 12 months, they have deployed a new ERP system and introduced a digital HR platform along with a cloud-based call communications solution to support CBC Group's 24/7 HelpDesk.



"Moving forward the focus for CBC Group, and across our industry, is how we leverage technology to unlock efficiencies and improve decision making through data-driven insights. Integrations with stakeholder operating systems is also a key focus. I can see VITG being able to provide us with support in that space."

- Kristen Magagnino, Executive Consultant, CBC