

24/7 Infrastructure Support & Improved Service Assurance

An Infrastructure Case Study



Case Study
BG&E

Website
bgeeng.com

Industry
Engineering

Company Size
850

Country
Australia

About BG&E

BG&E is a team of more than 850 highly skilled people, in 15 offices across Australia, New Zealand, Singapore, the United Kingdom and Middle East who design and deliver engineering solutions for clients.

BG&E collaborate with leading contractors, developers, architects, planners, financiers, and government agencies, to create projects that make a difference to people's lives.

Their existing technology infrastructure support and networking risked becoming growth limiters, so they partnered with Brennan to overhaul their approach and create a platform for the future.

Business Challenge



Flip the ICT service equation: bring End user support back in-house and find a trusted Technology partner to deliver infrastructure and networking services and support – without disruption to the business. Risk reduction was the key driver for this change.

The Solution



Brennan brought their Infrastructure Management Services team to conduct a thorough planning process, and their networking team to deliver a Hybrid SDWAN.

The Results



BG&E now enjoy an improved level of service assurance they did not have access to previously, while remaining cost neutral – all without impact or disruption to their day-to-day operations. Infrastructure support and is now 24/7 allowing removing the need for business hour change and reducing business disruption.

The Situation

BG&E found themselves with an outsourced approach to End User Support coupled with a network and Infrastructure team in house – and business results that were calling both arrangements into question. In the words of BG&E's Head of ICT, Daniel McGarry: "It was not optimal. We were not giving the result we needed to support our business goals or our people."

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“It’s important to choose a partner, not just a provider. I absolutely feel that Brennan are an extension of my team.”

Daniel McGarry
Head of ICT
BG&E

The Challenge

The growth trajectory of the business meant that the complexity of the work and applications would only increase, underlining the need for a more strategic, holistic approach to providing technology services and managing risk. On a functional level, basic tasks like patching servers were becoming risk vectors, the infrastructure systems were not in the best of health and the teams’ performance was becoming limited by data network and infrastructure elements.

McGarry’s challenge was to flip the ICT service equation: bring EU support back in-house and find a trusted partner to deliver infrastructure and networking services and support – without disrupting a team of more than 850 highly skilled people, in 154 offices across Australia, New Zealand, Singapore, the United Kingdom and Middle East.

The Solution

The rigorous – yet swift – competitive tender process specified the need for a partner with specialist experience in network engineering and infrastructure management, staffed by level 3 engineers dedicated to their craft.

Brennan brought their Infrastructure Management Services team to conduct a thorough planning process:

- Discovery workshops
- Analysis
- Solution Design and recommendations
- Implementation, and ongoing Management

The networking team followed soon after, delivering a Hybrid SDWAN built around Fortigate SDWAN and Security systems and where able to extend central FW policies to the edge sites. The decision to build on the legacy FortiGate network also delivered significant cost efficiencies for BG&E.

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Enhanced security across the network.



Faster network.



Proactive monitoring with 24/7 support

The Result

Brennan's initial proposal offered competitive pricing coupled with flexible commercial terms, yet the implemented solution delivered so much more to the business: a massive reduction in risk. BG&E now enjoy an improved level of service assurance they did not have access to previously, with a raft of functional benefits:

- Enhanced security across the network.
- Patched on a timely basis.
- Faster network.
- Proactive monitoring with 24/7 support, including international offices
- Detailed documentation.
- Reduced key person risk – redundancy in place.

By partnering with Brennan, BG&E were able to remain cost neutral and have also accessed additional services and support as required, all without impact or disruption to their day-to-day operations. Crucially, this new approach meant McGarry's internal ICT Team could now focus on delivery, great EU support and priority projects.

[Learn more about BG&E](#)

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.

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