



# Case Study



Advisory, Capital & Engineering Projects

**Waterline**

Established in 2011, Waterline is a multi-discipline engineering company providing comprehensive support to mineral processing facilities, mine sites, and ports across Australia's east coast. They were seeking a strategic partner to modernise infrastructure and support their growth.

## The Challenge

Dedicated to delivering agile and tailored engineering solutions, Waterline recognised the need for an IT partner that could better support their evolving business needs.

Eve Mejias, General Manager, explained, 'Our previous provider had a reactive approach to IT issues. We needed a partner who could take a more strategic role in addressing Waterline's technology challenges. It became clear that we needed to explore new options, so we initiated an RFP to find a managed service provider who could meet our needs.'

Waterline's IT infrastructure was heavily dependent on aging, on-premises hardware and software, with minimal cloud adoption. Concerns over end-of-life server licensing and outdated systems highlighted the need for a more modern, reliable IT environment.

## The Solution

In collaboration with Waterline, TechPath initiated the TechAlign review process, which is designed to thoroughly assess the existing IT infrastructure. By engaging directly with key stakeholders and staff across the business, TechPath quickly gained valuable insights into the unique challenges faced by each department.

From the outset, TechPath demonstrated their commitment by providing a comprehensive Request for Information, which included the findings from the TechAlign review and indicative costs for managed IT services. Leveraging these insights, TechPath developed a tailored solution to transition Waterline from aging on-premises hardware to a more streamlined and efficient cloud-based environment. This included the consolidation of business workflows and the integration of Microsoft Entra ID, enabling smoother user profile management through Intune.

TechPath also addressed longstanding technical issues, including the stabilisation of a persistent VPN problem that had affected Waterline since the deployment of a Cisco Meraki solution. Additionally, they implemented LastPass to enhance security measures further, and initiated managed IT services, significantly improving Waterline's overall technical support.

## The Outcome

It was crucial for Waterline to partner with an IT provider that shared their cultural values and commitment to exceptional customer experience. TechPath stood out by demonstrating a clear and collaborative approach, ensuring Waterline was fully engaged and informed about budget expectations and future projects through the TechAlign process.

Eve commented, 'TechAlign provided a comprehensive assessment of the IT environment, offering valuable insights and identifying areas for improvement. Whether you have an in-house IT team or work with another MSP, this process is a worthwhile investment.'

Since partnering with TechPath, Waterline have seen a remarkable reduction in downtime, with faster response times and increased confidence in their IT support. Eve added, 'We want to create the best place to work, where our people are inspired to perform at their best. When our people succeed, our clients succeed. We see TechPath as a key partner in helping us achieve this.'

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**TechPath**