

# Bass Coast Shire Council Progresses Transformation Strategy with Commercially Competitive and High-Quality IT Solutions Partnership

## Client

Bass Coast Shire Council

## Scope of work

Managed Services

## Industry

Local Government

## Location

Wonthaggi, VIC, Australia



## Overview

Bass Coast Shire is located on Bunurong Country and is about 130 km south-east of Melbourne. Its population across five main centres and 28 towns has grown to 40,000 residents over the past five years. It has a vibrant and diverse local economy that creates an estimated \$1.63 billion in Gross Regional Product (GRP).

The Council's vision draws on creativity, innovation, and resilience to support sustainable tourism, agriculture, and industry in the region. To help ensure a high quality of life, the council delivers infrastructure, environmental and community services to its citizens.

## Fast Facts

- ICT Managed Services
- Networking and Infrastructure
- Internet access across Wide Area Network (WAN)
- Resource Augmentation
- Essential 8 Maturity Model

“We value the Atturra teams’ in-depth knowledge and retained IP of our environment. It enables us to reduce our commercial and delivery risk. Atturra’s client-first attitude, agility and responsiveness to our requests have only strengthened the relationship over the years. While they are price competitive, they also deliver quality; whether that’s consulting, project delivery or ongoing managed services. They are an asset to our team and give us confidence we can deliver on our responsibilities to the citizens of Bass Coast Shire.”

*Keith Ludowyk, Manager Transformation and Technology,  
Bass Coast Shire Council*

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### Business Opportunity

As a progressive regional council, Bass Coast Shire was looking for a commercially competitive, high-quality IT solutions partner that could support the achievement of their four-year plan and help them to adapt and respond to changes and challenges that arose.

In 2017, the council's internal IT Team realised they were working on ageing infrastructure, immature systems, and processes. They recognised they needed additional resourcing and technical expertise that could help uplift these and its ICT management and governance.

They chose Atturra because of their local presence and because they demonstrated a strong desire to fulfil the technical and business outcomes required, despite commercial constraints.

### Solution

Working closely with the Manager for Transformation and Technology, Atturra has been providing expertise, resources and solutions that enable the council to deliver on its cloud-first strategy and broader transformation strategy.

Over the years, Atturra has helped Bass Coast Shire implement relevant and current ICT technology and infrastructure initiatives such as network segmentation, inter-site security, and migration away from failing Microwave technology to SD-WAN.

Driven by the volatile cybersecurity landscape and a demand for tighter security policies, Atturra helped run a large program of work to harden and mature the council's security posture from a process, procedure, and implementation perspective. This included an Essential 8 audit, recommendations, and compliance.

Delivery is provided to Bass Coast Shire through a mixture of onsite and remote support.

### Outcomes Achieved

Working with Atturra as a trusted and reliable IT solutions partner has enabled the council to fulfil both their technical and business outcomes. They can adapt and respond to changes and challenges while ensuring the best value for their taxpayers.

Bass Coast Shire were also able to successfully transition to remote work during the COVID-19 pandemic and they continue to utilise hybrid working successfully through a consistent service offering from Atturra.

The initiatives Atturra and the council undertake together have improved visibility of what is happening in their environment. Mobile Software Management (MSM) helps ensure it is kept up to date—reducing the risk of bugs and cyber breaches.

Atturra's Managed Services team supports and maintains reliable and cost-effective computing systems that allow council staff to deliver services in a smart, productive, and efficient way.

Leveraging the right technology solutions enables connectivity, service delivery and optimal experience for citizens, helping grow the economy in Bass Coast Shire and contributing to the achievement of objectives set out in their four-year plan.

### Technologies

- TechnologyOne
- HP Aruba
- Palo Alto
- Microsoft
- Lenovo
- Ivanti & Harmony Security Tools
- StarLink