TechPath™

ADVENTURE OPERATIONS

Delivering outdoor experiences
Adventure Operations

Adventure Operations is one of the largest outdoor leisure and industrial businesses in the Oceania region, with its sights set on continuing its global expansion. When they acquired another company, they felt it was time to consolidate IT systems into a more manageable platform.

The Challenge

Adventure Operations employ over 120 staff and distribute goods to 25 countries. With a portfolio of trusted and iconic brands, they needed to streamline the groups' technology systems, and gain access to scalable IT resources that would suit their changing needs.

Andrew Whittaker, Operations Director of Adventure Operations said, 'We acquired another company within our industry and were looking to employ an IT Manager to handle the merge. IT management traditionally fell to the Operations Manager, and TechPath looked after the company's IT network.'

Because IT was managed separately between the two sides of the business, they needed to handle not only the merge of the new entity, but redesign technology systems into a holistic solution for the entire group of companies.

The Solution

TechPath vCIO gives organisations on-call expertise and leadership, so they can make better informed IT decisions. With the flexibility to use the services as much or as little as needed, vCIO can help you build an IT strategy that is aligned with processes and future goals, while removing the costs associated with employing and training full-time IT executives.

Meetings were held to discuss what the business needs were, and how vCIO could help. In Adventure Operations' case, vCIO allowed them to accelerate the completion of many IT projects, all while reducing overall technology costs. It is now used as an escalation point from both Adventure Operations staff and TechPath technicians.

vCIO has given Adventure Operations the ability to scale the IT role up and down as required from a human resource perspective. This has been particularly helpful with the merging of businesses (workload scaling up), and the downturn with COVID-19 (workload scaling down).

The Outcome

'The existing corporate relationship has been longstanding and productive for both parties. TechPath has evolved and grown with our company to continue providing the support and assistance we require as our business changes and matures,' said Andrew

IT projects now run on time and on budget, with costs much lower than a full-time equivalent IT resource. When we asked Andrew if he had any advice for other companies looking to enlist the services of a Virtual CIO he said, 'Be clear and concise about the requirements and where a vCIO could be used in your business, and ensure there is a strategy in place to maximise the use of the vCIO time.'

He added, 'In today's ever-changing world, having the flexibility of vCIO has allowed our company to engage in IT projects quicker and more effectively than previously thought possible,' said Andrew.

'Utlising vCIO along with TechPath Managed Services has provided a complete solution for our IT needs.'

Contact the TechPath team to discuss your business and technology needs.
Phone 1300 033 300 or email sales@techpath.com.au

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