



Connecting *TMX Global* employees with international support

Managing the IT requirements of a global organisation to deliver dependable, globally-integrated IT services, enabling seamless operations and strategic business focus.

BACKGROUND



TMX Global (previously known as TMInsight) is an end-to-end Supply Chain Consultancy working with some of the world's leading brands. It employs staff and manages projects across Australasia. When TMXInsight acquired XAct Solutions, it required a tenancy migration project. To meet the needs of its global customers, it was vital for TMX to have an IT infrastructure that ensured secure, seamless operations for a globally distributed workforce.

As the Director of IT, I can attest to Platinum Technology's pivotal role in our rebranding journey from TMX to TMX Global. Their swift response ensured a seamless transition of our technology systems and end-user devices across multiple continents within a tight four-week deadline. Their proactive collaboration with our internal stakeholders and third-party vendors added substantial value. Platinum Technology's professionalism, expertise, and client-centric ethos have been instrumental in our success, and we look forward to continuing our partnership. *Danima Devasahayam, IT Director, TMX Global*

CHALLENGES



- Combining the TMXInsight Microsoft 365 tenant and the XAct Microsoft 365 tenant into one global tenant which involved the migration of 4TB of data.
- A project delivery deadline of four weeks.

SOLUTIONS



- Comprehensive review and rebuild of legacy IT systems, focusing on Microsoft Cloud Infrastructure.
- Implementation of a new IT platform including Microsoft365, Azure and AWS, with advanced security measures in place.

OUTCOMES



- Enhanced operational efficiency and remote work capabilities with cloud-based solutions.
- Streamlined architecture and incident management processes tailored to TMX's needs.
- Eliminated the need for multiple IT suppliers, simplifying IT management for TMX.
- Implemented IT infrastructure and security systems to support a globally distributed workforce.
- A secure single global cloud platform.

BENEFITS

- Reduced costs
- Improved security
- Reduced risk to business continuity and project delivery
- Improved reliability
- Improved stability





Audit



Consulting



Projects



Migration



Security



Maintain As
A Service

OUTCOMES

➤ A comprehensive IT Managed Service solution that provided on-site and remote assistance for a distributed workforce was deployed. Providing remote support was paramount with a workforce in Australia and Southeast Asia.

➤ Remote access makes onboarding new staff and helping existing staff easier. Platinum Technology purchased the infrastructure and software to integrate supply and support seamlessly.

➤ Platinum Technology manages cloud solutions and the Service Desk, essential to business continuity.

➤ All business documentation is now held centrally to ensure safeguarding and reduce risk.

➤ Backup systems are in place and undergo daily checks to allow for client data to remain secure and accessible. This ensures prompt data restoration in the event of a disaster or security compromise.

TMX continues to value the proactive nature of the Platinum Technology team and sees their involvement as a true partnership in meeting business goals. For its ongoing IT needs, TMX relies on Platinum's global support capabilities across Australia, New Zealand, Singapore, Malaysia, Thailand, Vietnam, the UK, and the US.



PARTNERSHIP & FOCUS

- Platinum Technology's proactive, relationship-focused approach provided cost-effective IT solutions.
- By understanding TMX's business needs, they developed a robust, agile IT framework.
- The partnership allows TMX to concentrate on core business activities with confidence in their IT support.

ABOUT

TMX Global is an end-to-end Supply Chain Consultancy, working with some of the world's leading brands. With offices located in Australia, New Zealand, the United Kingdom, the United States, Singapore, Vietnam, Malaysia, and Thailand, they serve clients worldwide.

Platinum Technology specialises in Managed IT and Enterprise Consulting services for mid-market and large organisations. With deep technical expertise in Microsoft Solutions and extensive enterprise experience, they design, implement, secure and manage Microsoft Cloud Infrastructure solutions.

