

Northline's IT investment delivers productivity gains

A Managed Services case study

About Northline

With road and rail routes linking spanning Australia and an international reach into over 100 countries, Northline are an experienced Australian-owned global logistics business servicing a multitude of medical, mining, renewables, retail, FMCG, and pharmaceutical customers. Here's how this logistics specialist, in partnership with Brennan, have leveraged a network upgrade and the migration of hosted server environments to drive an uplift in accuracy, productivity, and customer satisfaction.

At a glance

Industry
Transport & Logistics

Country
Australia

Business challenge

With poor network performance causing recurrent persistent outages across depots, Northline couldn't afford to have substandard provider experiences.

The solution

Winning at tender, Brennan worked with Northline on parallel projects: a significant network upgrade and the migration of hosted server environments. Both had to be implemented with minimal impact to Northline's ongoing business operations.

The Results

The revitalised network and infrastructure migration have relegated outages to a thing of the past. Freight processing has accelerated, accuracy has lifted, and customer satisfaction has grown.

The Challenge

Customers depend on Northline to sort, store, pick, pack, ship and track tonnes of freight on any given week. In turn, the Adelaide-based logistics company relies on complex IT networks and infrastructure to orchestrate operations spanning 18 strategically located depots across the country with a combined warehousing capacity of over 130,000 sqm.

Network performance and ongoing reliability issues were clogging operations. Northline's customer service team were feeling the heat from customers chasing tickets. Provider responses and slow issue resolution compounded the issues.

It was clear a wholesale networking and infrastructure transition was needed – one that mitigated security issues, reduced downtime, and preserved business continuity.

The Solution

Working collaboratively with Northline as part of the winning RFP process, Brennan designed a fresh infrastructure and network environment, meshing their Service Centre in Adelaide with their depots and ancillary sites.

Harnessing Infrastructure as a Service (IaaS) through a Sydney data centre, with a back-up data centre in Melbourne and auto replication in both environments, Northline embarked on a national infrastructure and network refresh.

Economic imperatives set the pace. With two active networks running simultaneously – one with the old provider, and the new one with Brennan – a speedy transition meant Northline could save time and money.

Implemented over three weekends, Northline's infrastructure migration required Brennan to move and configure 30 servers across 18 depots – all of which incurred zero downtime, beyond the scheduled windows.

With the network installation complete, three levels of in-built redundancy – fibre, NBN and 4G network access – now offer Northline additional security, connectivity, and failover at each depot.

The infrastructure and network refresh, coupled with redundant software, also kickstarted the design, planning, and migration of Northline's national telephony system, plus the implementation of new contact centre software for their customer service team.

The Result

Taken as a whole, the refreshed network and server migration has had a profound impact on Northline's business. Thanks to an increase to the speed of access and the revitalised robustness of their refreshed network, employees are now enjoying up-to-the-second visibility.

Transactions – the majority of which are scanned and entered using handheld devices – have accelerated, with an uptick in volume processing creating fewer mistakes. Able to fulfil workloads efficiently, staff are happier and customer satisfaction has grown.

And the improved infrastructure environment has enabled Northline to embed more of the Office suite, like Teams, across the business, unlocking richer and more responsive collaboration between teams based at depots, Service Centre or working from home.

For Phillip Short, the benefits of the transformation are obvious. "When people have the tools they need to do their job, you just get happier people. It makes their day flow, and customers get their products on time. And anything to do with customer service improvements helps the business."

"Brennan run a very professional team. I like how well it's structured, how their processes are standardised, and that measurement and task execution is easily understood. It provides confidence that everything will be addressed, and nothing will fall through the cracks."

**Phillip Short,
Head of Business
Systems Manager,
Northline**



Network resilience



Streamlined processes
& reduced costs



Enhanced
collaboration

The Brennan Experience

Brennan is uniquely positioned to transform, deliver, and manage your complete IT environment – so your people can have a truly seamless IT experience, wherever they are working.

We provide powerful technology solutions for Australian organisations, with a portfolio of services that ranges from strategy and advisory, to application development, to end-user support, and more.

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.

Get in touch with us today to see how we can help your organisation.

Speak to us today

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