

GWA is making every drop of water count through sustainable IT

BACKGROUND

As a leading Australian supplier of building fixtures and fittings to households and commercial premises, GWA Group Limited ("GWA") has become a brand synonymous with smart water management. Its commitment to innovative water solutions is exemplified by patented inventions like the geo-flush toilet, which has now become a global phenomenon. Today, GWA is the leading supplier of building fixtures and fittings for households and commercial premises, and a provider of the best water experiences for customers across ANZ and the region.

Listed on the Australian Stock Exchanged since 1993, GWA has evolved its business from manufacturing to owning and distributing products recognized for their superior solutions for water, including brands like Caroma, Methven, Dorf, and Clark. What has not changed is GWA's mission in making life better with innovative and sustainable solutions for water.

Adam Simpson, IT Manager, GWA Group Limited, said: "With GWA's acquisition of Methven in 2019, our footprint extended beyond our traditionally served markets in ANZ. GWA effectively became a global brand with a physical presence across the UK and China, which meant that the complexity of our IT operations just increased several fold."

THE CHALLENGE

Like many modern businesses, GWA has been on the path of digital transformation for several years. Commensurate with GWA's transition from a traditional business with a manufacturing component to one focused on ownership and distribution, going digital gives it the agility and flexibility to be more responsive to market demands and needs.

GWA migrated a majority of its applications to Microsoft Azure as part of this digitalization journey, and the IT team too went through its own transformation--from support office for the company's data center to supporting the Azure platform.

"We went from centralized to a decentralized model," Simpson said, "because all our staff can be at any office and consume any services they required."

However, the nature of GWA's growing global footprint meant that its IT operations had to review all maintenance contracts for equipment across markets. And that was when issues surfaced.

"Our biggest challenge was when we expanded our operations to the UK and China," Simpson said. "The acquisition of Methven centralized all contracts under the GWA brand, and we really needed a trusted partner to enable a global technological framework for delivering smooth operations and services across our offices. "

Headquartered in Sydney, GWA previously engaged a TPM service provider for its offices in every state across the ANZ continent. However, the vendor had no presence in China and the UK. Extending its contract with this vendor with a limited global presence meant that any TPM service would be outsourced to local vendors. Meanwhile, Simpson's team discovered that the China office needed to renew its third-party maintenance contracts. As the acquisition of Methven closed, GWA's technical team decided that it was an opportune time to re-evaluate its TPM partner.

"While it's crucial for us to have in service a TPM partner that's able to help us optimize our technology investments and improve the lifecycle of our assets," Simpson said, "it's even more important that whoever services us be a reliable, always-on partner who has a strong presence in the markets we're in."



THE SOLUTION

Through this evaluation process of its global TPM contracts, GWA discovered the perfect partner in Curvature. As a global leader in independent, multi-vendor support solutions, Curvature has hundreds of engineer-staffed service centers and parts locations throughout the world. Consistently rated one of the world's best TPM providers, Curvature delivers 24/7 global technical support, advanced hardware replacement, and complete lifecycle management to companies across three continents, with a significant presence across Asia, and Europe.



"Curvature's global footprint not only provided the standards for quality service and support we needed in the markets where we were operating," Simpson said, "they also gave us greater visibility into the state of our infrastructure through effective IT Asset Management, and enhanced our ability to provide cohesive and consistent connectivity for all our users no matter where they are."

Despite migrating workloads to Microsoft Azure, GWA needed to maintain the hardware required across its global network, and ensure that it had a global strategy to regularly assess the state and usefulness of its hardware across continents.

In the span of eight weeks, Curvature worked closely with the technical teams through this evaluation process, taking a detailed assessment of GWA's global inventory consisting of Cisco, HPE, and Dell equipment, as well as their needs in each market, from high-end desktops to servers to networking equipment.

THE BENEFITS

Taking GWA's immediate and future needs into consideration, Curvature's discovery approach helped the organization get the most accurate view of its global footprint. Curvature took a deep dive into GWA's assets, applications and licensing as part of the discovery and assessment process that not only helped Simpson's team better identify gaps and optimize contract renewals, but used that information to form the basis for future IT asset management roadmap.



Rather than assessing multiple vendor maintenance contracts, all with different and complex end-of-life and policies focused on driving acquisition of new hardware, GWA benefitted from a more sustainable model of IT hardware maintenance through Curvature. This move gave GWA the headroom to optimize its overall IT and business strategy to focus their investments on new initiatives to better compete in the fast-changing global digital economy.

This support and strategy enhanced GWA's ability to focus its core investments in digital transformation initiatives, but also led to significant cost savings.

Within mere months of deployment, GWA got a deep-dive analysis across its server, storage and network to transform the way it assesses and manages the useful lifecycle of its IT assets. Its hassle-free approach meant that GWA could continue operating uninterrupted

Curvature's expansive global reach also meant faster response times when GWA needed onsite support, whether it was needed in Europe or Asia.



Simpson said:
"Curvature's value in helping us traverse the multi-layered complexity of IT infrastructure in a sustainable manner not only aligns to our values, but they're helping us embark on our evolving digital transformation. That can be quite a challenge for any modern business, but with Curvature, we're able to do this in a cost-effective and efficient manner, while strengthening our entire IT infrastructure stack."

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