

# RCS Australia

Case Study

## At a glance

### Industry

Engineering / Construction

### Challenge

Need for digital transformation to unlock flexibility and mobility during lockdowns

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Customer satisfaction, especially when it comes to tech and innovation, is really important for RCS Australia, particularly in times like this when we have to reach out remotely. To be able to still deliver this satisfaction from a remote workplace environment meant the border closures were not an issue for our team.

**Carmen Harrison**

CFO, RCS Australia



## Introducing RCS Australia

RCS Australia is an engineering firm that provides cutting-edge signalling and control solutions for the rail systems of Australia and New Zealand. For over a decade, their team has positioned RCS Australia as one of the most experienced, agile and sought-after rail signalling and control system providers in the nation and passionately provides their clients with innovative, technically advanced and purpose-built signalling and communication systems. You can find their work all across the ANZ, with high profile projects successfully deployed in both countries.

RCS Australia publicly share their organisations vision of passion for the future of the rail industry, with a commitment to developing and delivering the safest and most efficient signalling and control systems in the world. "We have a prominent future ahead," Carmen Harrison, CFO, says. Part of what makes their growth inevitable is that they have a large team of specially-trained experts who can oversee a project from conception to completion.

Whether it is on the engineering or the construction side, RCS Australia handles a range of projects:

- Professional Services
- Engineering
- Construction
- Project Delivery.

RCS Australia has proven itself to be one of the leaders in the industry. However, the COVID pandemic brought about significant challenges for the company. RCS Australia rose to those challenges, seeking solutions that would help them overcome the problems and continue their move towards growth.



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Our business is split essentially into construction and engineering – very different skill sets.

Frequently, we will have a project whereby we deliver the design, do the testing, commissioning and the construction work. We tend to have a different pipeline of works, they are either engineering-specific or construction-specific, but all to do with railway signalling.

Carmen Harrison

CFO, RCS Australia



## The Situation

The COVID pandemic brought about many challenges for RCS Australia, as it did for most businesses. Nationwide infrastructure changes presented shifts and challenges to the business. They brought about the need to work remotely for a job that required face-to-face collaboration, and they brought about border closings to a job that required cross-border work.

In addition, RCS Australia was in the middle of a large and rapid expansion, which created another set of needs regarding organisational structuring and governance. When Carmen Harrison started in 2019, she faced this transitional challenge, which only got more significant with the arrival of COVID.







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When I joined the business, we were going through that awkward transition of ‘We’re no longer a small business.’ We needed processes and governance in place. That, and the COVID economic recoveries all had to do with infrastructure, especially railways.

The other issue is the border closures at various times throughout the last eighteen months. For example, we were working on a project in New South Wales when they closed the border to Queensland. So really, the main concern for our business has been the restrictions with borders more than anything.

Carmen Harrison  
CFO, RCS Australia





## Enter experteq

experteq has spent more than thirteen years delivering modern workplace solutions to Australia's public sector, not for profit organisations, and ASX 200. They deliver Modern Workplace solutions utilising cloud solutions to deliver enhanced user productivity, always-on business systems, Cyber Security and Infrastructure solutions.

experteq have successfully digitally transformed Australian organisations both large and small and assisted them scale along their journey with the best of breed tech solutions to fit any organisation size or industry.



The experteq team specialise in optimising performance while reducing costs for the consumer, using strategies such as offering Platforms as a Service (PaaS), Infrastructure as a Service (IaaS), and SQL Services (database retrieval systems).

Our productivity teams deliver solutions that enable staff to work anywhere, on any device, at any time. They also follow and are up to date on all National and International data privacy laws such as General Data Protection Regulation (GDPR), Notifiable Data Breach (NDB), Consumer Data Right (CDR), and APRA CPS 234.

RCS Australia recognised that experteq was the ideal company to help them deal with COVID's impact and bring them into a modern hybrid work environment to streamline national operations and overcome the pandemics obstacles.

**“ You know, experteq were really good at going that extra mile. And I think that really makes a difference. It really helped us in our decisions and overcoming the COVID hurdles.”**

**Carmen Harrison**

CFO, RCS Australia

## The services experteq offer that suited RCS Australia include:



- ✓ Identity Access Management
- ✓ Hybrid Cloud infrastructure
- ✓ Backup & Data Recovery
- ✓ Application Deployment & Management
- ✓ Cyber Security Enhancements
- ✓ Data Retrieval Process Development



## Achieving RCS Australia's modern workplace visions and moving to the cloud

When Carmen joined the team in 2019, she conducted a gap analysis which identified a move to the cloud was overdue. "Moving to the cloud was one of the first things I wrote down on my to-do list" she noted. RCS Australia knew every day their on-premise work environment remained was another day of operational restrictions and data risks but lacked the internal IT support to carry off such a crucial project safely.

With experteq's experience and background in successful digital transformation projects, RCS Australia could do just that, and the experteq team quickly got to work on completing a seamless transition of work environments for the RCS Australia team, and their customers. The work delivered by experteq has allowed RCS Australia to use software that securely connects everything, everywhere, on every device.

The project also provided additional benefits to workflow processes including developing data retrieval processes with their database. Advanced search features have cut down on time spent searching for documents, dramatically improving workflow and simplifying arduous manual processes. It has allowed for a smooth transition, with the team willingly and easily adopting the new technology thanks to experteq's expertise and support.

Overall, Carmen and her team are very pleased: **"It ticks all the boxes. I'm not hunting for the right solutions anymore."**







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Our move to the cloud has made things more streamlined in terms of business processes. The biggest advantage of SharePoint is document sharing, where everyone can work on the same document collaboratively. Now that we work remotely, having Microsoft Teams has moved beyond just being nice to have. It ensures you have everything available on your phone or laptop.

I'd run to the coffee shop in the morning while starting a Team's call, then when I got home, I transfer it to my laptop. It was seamless. It's pretty fantastic.

Carmen Harrison  
CFO, RCS Australia





## Countering COVID's impacts

Undertaking digital transformation and adopting remote operations allowed people to freely collaborate on projects, regardless of location, eliminating the issues border closures brought about and this paid dividends when it came to delivering advantages for the business.

RCS Australia now leverages Microsoft Teams and SharePoint for everything they do, with all of their systems linked to Office 365 delivering streamlined processes and more efficient operations. These cloud-based technologies have proved particularly useful for their team members that operate remotely. What would have been devastating to their business and frustrating for their staff was now part of their regular workflow.

Microsoft Teams and SharePoint have also enhanced their business processes through document sharing. Multiple people can work on the same document simultaneously and easily download it if needed. This added boost to team collaboration has also added to the efficiency gains experienced by RCS Australia team.

When it comes to delivering the customer quality services and support, collaboration is key and Microsoft Teams has kept everyone connected on the mobile devices of their choosing, such as laptops, phones and tablets. When discussing these new collaboration features, Carmen noted, "When working remotely with Microsoft Teams, you have a neat chat feature that allows people to remain engaged on a personal and professional level."



## Outcomes and What's Next?

RCS Australia has seen improvements to their workflows, communications and accessibility through their modern workplace transformation and cloud migration that have minimised costs that would have otherwise eroded profitability and helped retain staff during a period of great uncertainty. They had fortunate timing because their transformation coincided with the COVID pandemic and the shift to remote work.

As we noted before, RCS Australia publicly state their vision. They leverage this process as an opportunity to provide accountability to their clients because it creates an expectation from the people they serve.

By 2024, RCS Australia plans:

- to continue expanding into more international territory
- to continue developing their expertise in all aspects of engineering and delivery
- to continue leading in the Commercial Off-the-Shelf signalling market
- to improve their entire business model.

A large part of their plan includes working with experteq and leveraging the tools experteq has implemented to improve their business. In reality, they've already started. As Carmen notes, "We've currently already started phase two... and it's about how we can get efficiency by using the tools."

As COVID taught us, we cannot predict the future, and RCS Australia is no different. However, RCS Australia knows that whatever the future of the business holds, experteq will be there with them, providing solutions and guidance.







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Now we have the tools we were looking for, it is about how we can get efficiency by using these tools in the most effective way. Everything that we are doing is to make it more efficient, reduce people's hours in completing certain tasks, and have more available information accessible to people wherever and whenever they need it.

Carmen Harrison

CFO, RCS Australia





## Why experteq?

### ✓ Heritage

Over 30 years of rich history and proven success, with a solid foundation backed by well-established organisations.

### ✓ Security

We're highly regarded for the way we secure and protect our clients' IT systems and infrastructure and for how we help ease their transformation journey to digital success.

### ✓ Reliability

Our customers consider us a 'safe pair of hands', because we're reliable and dependable in the delivery of robust solutions and services.

### ✓ Compliance

We're highly skilled in compliance and enable our customers to meet the ever-changing compliance requirements.

### ✓ Expertise

Our team brings the skills, knowledge and systems that distinguishes us from others.

### ✓ Collaboration

We collaborate closely with our clients and have also achieved prestigious status with our technology partners.

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