

The vision to drive true transformation within any organisation

case study

Livingstone, an Australian success story since 1984, has grown into one of Australia's largest importer, exporter and distributor of all medical, dental, scientific, veterinary, beauty, safety and office supplies products. Serving over

50,000 Australian and international customers from a national office and distribution network.

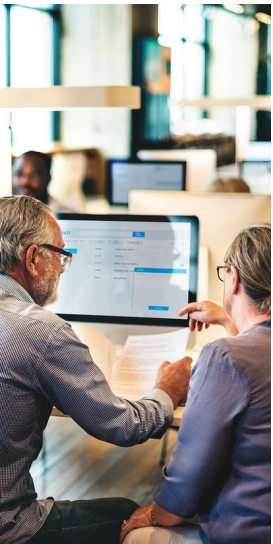
Focusing on their expansion, Livingstone's IT landscape was neglected, cumbersome to manage, systems were decentralised and processes were manual. These combined issues hindered efficiency and speed of the order and delivery process. The result was internal frustration, unproductive and lost employee time and customers impacted by delivery delays.

AUP IT's CIO as a Service was engaged to audit and assess the current state and by leveraging AUP IT's methodology, including customer workshops, we quickly identified a lack of IT ownership, system and process bottlenecks. Our CIO, Chris delivered an IT Roadmap, including the 'future state', articulating the solution, business benefits and value that would be realised by the business. Chris recalled **"this digital transformation journey would revolutionise how Livingstone conducted their business"**. Working alongside our Robotic Process Automation (RPA) specialist, we identified and prioritised a long list

of business functions, developed, tested and deployed bots, that modernised IT and solved many of the business and technical challenges.

"To maintain our market leading status, we required a forward-thinking IT partner to understand our business needs and guide our future journey. Engaging AUP IT's highly skilled and knowledgeable team, they took ownership of the project, outcomes and the willingness to go the extra mile – providing us huge confidence. In addition, the AUP IT team mentored and upskilled our in-house IT team to support the implemented strategy, I look forward to continuing our partnership."

IVAN PAULUS . VP . LIVINGSTONE



... IVAN BELIEVES AUP IT'S ABILITY TO STREAMLINE BUSINESS OPERATIONS, THROUGH END TO END AUTOMATION, HAS ENABLED LIVINGSTONE TO SPEED UP THE ORDER TO DELIVERY PROCESS



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