



Tomago Aluminium and Advent One

**Pioneering Managed Services
for Enhanced Business Operations**

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Tomago Aluminium are Australian leaders in the processing of alumina into metal. The largest Aluminium smelter in the APAC region, Tomago's plant in NSW runs three enormous production lines that function 24/7, with IT infrastructure playing a critical role in ensuring seamless and continuous operation.

Functioning with an ERP platform in the public cloud meant significant concerns when it came to visibility. Tomago's IT team, led by Dennis Moncrieff, their IT Superintendent, knew they needed to move to private cloud, and began the hunt for a Managed Service Provider to help facilitate the change

The Challenge

The challenges faced by Tomago Aluminium prior to their partnership with Advent One were multifaceted and significant, impacting various aspects of their IT infrastructure, including:

- **Cloud Arrangement Limitations:** Tomago's initial management of their ERP system through a partner-managed cloud, limited their control over crucial elements of their infrastructure. This constraint necessitated a transition to a private cloud environment to regain autonomy and control.
- **Visibility Issues:** A key challenge in their existing setup was inadequate visibility into the IT environment. The previous cloud solution provided basic status reports but lacked in-depth insights, particularly regarding their ERP system.
- **Cybersecurity and Compliance Concerns:** The previous cloud setup posed challenges in effectively managing cybersecurity. This gap in understanding and managing critical elements like patch levels and firmware codes was a growing concern, especially given the evolving landscape of cybersecurity threats.
- **Cost Stability:** Tomago also faced issues with the fluctuating costs associated with managing their IT infrastructure
- **Reliability and Performance:** The complexity of managing a multi-vendor cloud environment complicated issue resolution and overall system management. Enhancing the reliability and performance of their IT infrastructure was therefore a critical requirement

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“The automation, scale and speed to implement the full stack and scope of the technology was impressive, specifically around the Red Hat automation. To see that done in a live demo in a real way was a lot different than watching the slide decks and the presentations that I think everyone has seen.”

Dennis Moncrieff
IT SuperIntendent , Tomago Aluminium

Selecting Advent One for IT Managed Services

Tomago were seeking a Managed Service Provider capable of implementing a comprehensive private cloud strategy built on robust automation. Advent One was chosen for its proven track record and specific capabilities in delivering what they promise. Moncrieff stated when looking for an MSP ‘we went to market and had a number of different scenarios that we modelled. One of the unique things about the offering from Advent One was their actual capability to execute on all aspects of the technology scope’.

Further to this, Moncrieff noted Advent One's live demo and scoping session illustrated their deep and innate knowledge of the toolset, showing they weren't "learning on the job". This was a critical factor in building trust in their capabilities.

Implementation and Benefits

The transition to the private cloud, managed by Advent One, was characterised by rapid deployment and minimal disruption to Tomago's ongoing operations. Advent One's expertise in private cloud and robust automation, particularly with Red Hat solutions, played a pivotal role in this smooth transition.

The enhancements brought to Tomago's IT infrastructure were multifaceted. There was a significant improvement in the reliability and performance of their systems. The implementation of advanced monitoring tools boosted visibility, particularly in understanding and managing the ERP system. This improved visibility was critical across various departments within Tomago, streamlining processes and enhancing productivity.

Further to this, Tomago saw a stabilisation of IT-related costs. Advent One's Managed Services enabled Tomago to better predict and manage their IT expenses, avoiding unexpected financial burdens. ‘One of the big benefits that we've realised is cost stability. We've managed to remediate the solution to a point that we are extremely happy with, so our cost stability has been excellent’, commented Moncrieff.

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“In terms of benefit to the business, it really comes back to that proof of value/proof of concept that we're able to do with our ERP. We've been able to experiment with them in a sandbox environment and that has allowed us to move and be quite agile in our ability to execute and implement changes.”

Dennis Moncrieff
IT SuperIntendent , Tomago Aluminium

In addition, the enhanced cybersecurity posture was a major advancement. Moncrieff highlights the piece of mind that has come with these changes, 'With the solution now with Advent One, we can actually see the patch levels, firmware code and version upgrades in real time. We now have complete visibility into the solution, plus the trust and knowledge that all of those pieces are being patched because of the automation and personalised communication with Advent One'

Business Impact and Strategic Advantages

The business benefits realised from implementing Advent One's solutions were substantial. Tomago experienced improved agility in managing their ERP system, allowing them to swiftly implement changes and conduct comprehensive proof of concept and value assessments. This agility has been crucial in responding to evolving business needs and maintaining a competitive edge.

The strategic advantage gained from the partnership was evident in the enhanced IT operations and business continuity gained by Tomago. Advent One's comprehensive Managed Services not only resolved existing challenges but also aligned IT operations with Tomago's broader business objectives, ensuring operational excellence and a heightened level of IT maturity.

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Moving into the Future with Advent One Managed Services

Before selecting Advent One, Tomago had apprehensions about service reliability, resilience, and the potential learning curve for a new service provider. The partnership has not only met but exceeded Tomago's expectations, setting a positive outlook for a long term partnership and continued innovation across Tomago's IT infrastructure environment.

"Advent One, through their Managed Services, is like an extension of the team. The infrastructure is completely handled by Advent One and we've got one point of contact to reach out to for any concerns or or enhancements added to the system. It's been a very smooth process and we're very happy".

Book a Live Demo Scoping Session with Advent One

Ready to see how Advent One can transform your IT operations with Managed Services?

Book a live demo today to see how our Managed Services could be applied across your IT environment for total visibility and operational efficiency.

[Learn More](#)



For more than 20 years, Advent One has provided customers with specialist support for their most sophisticated technology layers. Underpinned by a deep capability across all the major enterprise technology platforms and products, Advent One has invested in people and resources to provide advisory services and implementation support to modernise and transform technology environments for the digital world. Advent One is proudly locally owned and managed, and makes customer technology challenges their own, allowing those customers to focus on what matters most in their own businesses.

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