



JAX Tyres & Auto: Driving Digital Transformation with Platinum Technology

Overview

JAX Tyres & Auto ('JAX'), a leading automotive service provider, embarked on a strategic digital transformation to enhance cybersecurity, streamline collaboration, and future-proof its IT infrastructure. Partnering with Platinum Technology, JAX transitioned from Google Workspaces to Microsoft 365, achieving significant operational, financial, and security improvements.

Working with Platinum Technology has been transformative for our organisation. They made our transition from Google Workspaces to Microsoft 365 seamless and efficient, ensuring no data was lost. Their expertise in data migration and security has significantly improved our data governance and security, giving us peace of mind. *Jason Murray, Head of IT, JAX Tyres & Auto*

KEY OUTCOMES

- **Cost Savings:** Significant reduction in licensing and support costs.
- **NPS Improvement:** Stronger customer satisfaction was achieved through streamlined communication.
- **Cybersecurity:** Marked improvement in risk score through Microsoft security initiatives.



CHALLENGES

JAX faced several pressing challenges:

- **Fragmented IT architecture** that hindered integration and collaboration.
- **Limited cybersecurity measures**, exposing the business to potential data breaches.
- **Resource constraints** within the internal IT team.
- A need to **align technology with strategic goals**, including future adoption of CRM and endpoint management solutions..

JAX sought a partner to deliver a secure, scalable, and integrated Microsoft ecosystem that would support its long-term digital roadmap.

SOLUTIONS

- **Full migration from Google Workspaces to Microsoft 365**, including archived data.
- **Secure data storage in Azure**, ensuring integrity and accessibility.
- **Implementation of a robust security framework**, including Multi-Factor Authentication (MFA) and restricted external data sharing.
- **Integration of Microsoft tools** such as LMS 365, Teams, OneDrive, and SharePoint to enhance collaboration and document management.
- **Customised training and ongoing support** for JAX's IT staff to ensure smooth adoption and long-term sustainability.



Audit



Consulting



Projects



Migration



Security

IMPACTS



The project delivered measurable benefits across multiple dimensions:

Operational Efficiency

- Seamless data migration with zero data loss.
- Improved collaboration between Head Office and Franchisees via Microsoft Teams.
- Structured document management in SharePoint aligned with business unit needs.

Security and Governance

- Significant improvement in cybersecurity risk score.
- Implementation of MFA across all sites.
- Unlimited data retention for user emails and files.

Cost and ROI

- Overall cost savings compared to Google Workspaces.
- Reduced IT support costs through automation and streamlined management.
- Minimised downtime during migration, ensuring business continuity.

Customer Experience

- Faster response times to customer queries.
- Improved Net Promoter Scores (NPS) due to enhanced communication and service delivery.

Strategic Enablement

- Foundation laid for future adoption of Dynamics CRM, Intune, and Power BI.
- Decommissioning of on-premise servers and migration to Azure.
- Enhanced SSO and endpoint visibility across all stores.



The integration of tools like LMS 365, Teams, and OneDrive has streamlined our workflows and boosted productivity. Platinum Technology's commitment to our success included extensive training and ongoing support, positioning us for future growth.

Their ability to align technology with our strategic goals and introduce innovative solutions has greatly improved our operational efficiency. Platinum Technology's client-centric approach and exceptional customer service make them a trusted partner. We highly recommend them for leveraging technology for competitive advantage and business growth. *Jason Murray, Head of IT, JAX Tyres & Auto*

Platinum Technology's agile project management and client-centric approach ensured the solution was delivered on time, within budget, and aligned with JAX's strategic objectives.

ABOUT

Founded in 1949, **JAX Tyres & Auto** specialises in tyres, wheels, brakes, suspension and vehicle servicing. JAX Tyres & Auto operates through more than 90 franchised stores across Australia, employing more than 1,000 people and serving over 700,000 customers each year, providing them with peace of mind driving.

Platinum Technology specialises in Managed IT and Enterprise Consulting services for mid-market and large organisations. With deep technical expertise in Microsoft Solutions and extensive enterprise experience, they design, implement, secure and manage Microsoft Cloud Infrastructure solutions.