Managed IT & security · Construction

National home builder turnaround after a malware incident

A 300-staff residential builder moved from a malware clean-up and years of under-investment to modern, monitored and fully managed IT across seven offices.



300	7	~90%	18
endpoints replaced	offices connected	reduction in phone spend	virtual servers retired

Before

• Unmanaged personal laptops connected to legacy file shares introduced malware.

• Ageing servers and networking, including an old network hub, remained in production.

• Seven offices used an expensive MPLS network and legacy servers hosted at NEXTDC.

• Tape backups were unreliable, with no tested off-site recovery.

• The hosted phone platform cost around $10,000 per month and lacked mobility.

• Microsoft licensing was non-compliant, devices were inconsistent and modern security controls were missing.

After

• 300 standardised HP and Microsoft Surface devices, centrally managed with no personal devices on the corporate network.

• SentinelOne endpoint protection, Huntress managed detection, application control and Microsoft 365 data protection.

• Seven offices connected through WatchGuard SD-WAN, with at least 1 Gbps Enterprise Ethernet and FTTP backup links.

• Cove cloud backups for servers, endpoints and Microsoft 365, with tested restores.

• 3CX calling with mobile and softphone apps, cutting monthly voice spend by around 90%.

• 18 virtual servers retired and two racks removed; compliant Microsoft licensing and monthly reporting.

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