



Fast-Track IT Integration for Sealed Performance Batteries

Sealed Performance Batteries (SPB) is an Australian-owned distributor and wholesaler of energy and storage products, with more than 25 years of experience in the battery industry.

Operating in Brisbane, and with branches in Sydney, Melbourne and Perth, SPB serves customers across the country with premium portable energy storage solutions.



The Objective: Boosting IT Performance & Reliability

In recent years, SPB has strategically expanded its footprint through both acquisition and organic growth. The acquisition of CTM Batteries was a pivotal move, enabling SPB to establish a significant presence in Cairns, Townsville, and Mackay, three major regional hubs that are key to the company's national ambitions. This acquisition not only brought new talent and customers into the SPB network but also introduced new operational complexities and requirements for unified IT systems across geographically dispersed sites.

Building on this momentum, last September SPB launched a new office in Western Australia, further broadening its reach and enhancing its service capabilities on a national scale.

Unified IT for Dispersed Sites

These expansions underscored the need for a robust, standardised IT infrastructure to support seamless collaboration, consistent service delivery, and secure integration of new teams. As SPB grew, ensuring a unified approach to technology and data management became essential to realising the full benefits of these strategic investments.

With multiple users relying on different solutions since the M&A, internal misalignment was creating business disruptions and affecting customer service.

Previous IT providers had implemented reactive, patchwork solutions that failed to resolve root causes. SPB needed a proactive and strategic IT partner to address critical performance and reliability issues across their network and software systems, while also conducting IT due diligence to support the acquisition and ensure smooth integration of the new business. To achieve lasting improvements to their IT infrastructure, SPB engaged ONGC to provide managed IT services, vCIO guidance, and M&A advisory and integration support.



The Solution: Integrating and Optimising IT Systems to Unify the Business

ONGC focused first on IT due diligence as part of the M&A process, auditing SPB's device fleet, mapping core systems, assessing company data (including SharePoint structure and migration requirements) and planning domain transfer. This analysis informed a single, practical roadmap to standardise systems and reduce friction across sites.



Core System Integration & Optimisation

Using this roadmap, ONGC worked closely with SPB to deliver fast, reliable IT integration across three sites and create aligned, secure, high-performing systems, implementing Azure Virtual Desktop to streamline access and improve flexibility. As the business was growing, ONGC scaled SPB's Azure computing resources to match the new demand and ensure new users would be supported.

A systematic approach, combined with a rapid onboarding process for new staff, resulted in minimal downtime and ensured the acquisition made it feel like business as usual at Sealed Performance Batteries, creating consistent security and access standards across all geographically dispersed sites.



Data Alignment & System Standardisation

The team then focused on quick enablement and integration, configuring systems to align with SPB's business processes. Key activities included cleaning and migrating company data into an organised SharePoint structure, migrating mailboxes, moving company data into Microsoft Teams to support collaboration, registering and transferring domains and standardising device configurations and endpoint protection.



Rapid Staff Onboarding

Once this technical foundation was in place, ONGC executed a rapid onboarding process for new staff, provisioning accounts, applying standardised security protocols and providing them with immediate access to the tools and documentation they needed. This created minimal downtime during the transition, consistent security and access standards across sites, and a smooth, successful acquisition that felt like business as usual for SPB.



Final Support & Handover

Finally, the team provided end-to-end support, including troubleshooting and remote assistance through to final handover, with a focus on minimising disruption, improving overall IT performance and training new staff.



"We immediately noticed big improvements in performance from the infrastructure ONGC implemented. Support tickets dropped dramatically, saving us so much time. It's enabled us to start planning new projects and evolving our systems.

The quarterly reviews have been consistent and reliable throughout our engagement, which have been particularly valuable and something we've never experienced before. ONGC's ongoing support has had a huge impact."

Rebecca Barrow

GM of Finance & Business Support at Sealed Performance Batteries



The Results: Reliable, High-Performing IT Across the Business

Working side by side with ONGC, SPB achieved a seamless, successful acquisition, transforming IT operations and building confidence in the company's infrastructure. The engagement was a success, with systems performing reliably, team members empowered with the right tools and processes streamlined across sites. This strong foundation is enabling SPB to expand with confidence and plan for future IT initiatives with ease.

Significant Time Savings & Reduced Support Tickets

SPB experienced a massive reduction in IT support tickets compared to previous years, winning back time and reducing frustration for internal staff. With ONGC's proactive support and quick escalation processes, issues are resolved efficiently, allowing the team to focus on strategic projects instead of troubleshooting day-to-day problems.



Consistent, Aligned IT Infrastructure

ONGC established standardised systems and cyber security measures across all sites, providing documentation, data organisation and SharePoint structures aligned with SPB's business needs.

This alignment has improved day-to-day operations, ensured consistent access and security standards for all employees, and given management greater peace of mind. With these systems in place, SPB can operate confidently and efficiently across all sites, supported by a reliable, high-performing IT environment.

Strategic Advisory and Future Planning

Through quarterly reviews and vCIO guidance, SPB can now plan proactively for IT initiatives and business projects, and map out multi-year IT improvements. They are looking forward to their cyber security with Reach Protect, ONGC's cyber security package, and updating their phone systems.



Find out how to resolve your business' IT performance and reliability challenges with ONGC.

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Founded in 2003, ONGC Systems is an industry-leading IT management and support business in the Gold Coast, Brisbane and Sydney, that helps businesses reach their goals and achieve a healthy work-life balance through the power of technology.

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