

# CIVILMART

## CASE STUDY



### Overview of Customer

Civilmart is a leading Australian manufacturer and supplier of precast concrete and plastic infrastructure products, serving the civil, structural, rail, agricultural, and construction sectors. Originally beginning as a single-entity business, Civilmart has expanded over the last decade into a national operation with 35 sites and over 1,250 employees, spanning from Cairns to Perth, and Perth to Adelaide. In 2024, Civilmart was acquired by CRH, the world's largest building materials supplier headquartered in Ireland, and later merged with IPA Plastics to create a unified entity offering complete infrastructure solutions.

### What Corp IT Did

Corp IT has partnered with Civilmart as their fully outsourced Managed Service Provider (MSP) for over a decade, delivering end-to-end IT management and support across more than 27 sites nationwide (35 sites includes IPA, this managed by another 3<sup>rd</sup> party provider). From day-to-day service desk operations to large-scale infrastructure and compliance initiatives, Corp IT acts as an embedded extension of the Civilmart team. Their role spans cybersecurity, infrastructure management, ERP project support, and ongoing strategic consultation—ensuring Civilmart's systems remain robust, compliant, and ready to scale alongside the business's rapid growth.

### Challenge

Before partnering with Corp IT, Civilmart faced major challenges with its former managed service provider. Poor response times, inconsistent customer service, and limited strategic foresight made it difficult to support growth or plan for the future. As the business scaled rapidly across Australia, it needed a partner who could not only provide reliable IT support but also operate as a strategic advisor—capable of anticipating the needs of a national business preparing for international compliance under CRH ownership.

### Customer Goals

- Transition to a responsive, proactive IT partner
- Ensure compliance with CRH's global cybersecurity and documentation standards
- Create visibility and scalability across national IT operations
- Improve customer service and communication
- Support major projects such as ERP implementation



## The Corp IT Approach

Corp IT's engagement with Civilmart began with a clear understanding of the business's strategic direction and long-term growth goals. Recognising that switching IT providers can be complex, Corp IT guided Civil Mart through a structured onboarding process—providing templates, transition plans, and clear communication frameworks to ensure a seamless handover from the incumbent provider.

From there, Corp IT embedded itself as part of the Civilmart fabric, managing all aspects of IT - digital infrastructure, service delivery, cybersecurity, and compliance. The partnership evolved alongside Civil Mart's growth, scaling services from a single entity to 27 national sites.

As Civilmart transitioned under CRH ownership, Corp IT played a pivotal role in meeting global compliance requirements, from documentation to cybersecurity and reporting. They also provided project management and technical triage support for Civilmart's ERP implementation, ensuring smooth collaboration across internal teams and external partners.

## The Result

Over ten years, the partnership between Corp IT and Civilmart has become a benchmark for long-term collaboration. Civil Mart enjoys fast, consistent IT support with clear service level agreements and transparent communication. Compliance with global cybersecurity and reporting standards has been achieved, enabling seamless integration with CRH's multinational operations.

Corp IT's proactive approach to forecasting, budgeting, and strategic IT planning has helped Civilmart prepare for future growth while avoiding unexpected costs. With responsive local engineers, clear escalation processes, and a strong family-style culture, Corp IT delivers both technical excellence and personal engagement that continues to set them apart.

## Deliverables

- Fully managed IT services across 27 national sites
- Structured onboarding and transition process
- Cybersecurity and compliance alignment with CRH global standards
- ERP project management and technical triage support
- Strategic IT forecasting and budgeting
- Service desk with Australian-based engineers and real-time satisfaction tracking

## Customer Quote

*"Corp IT aren't just our IT provider, they're part of our business. Their support has been exceptional from day one, and they've grown alongside us every step of the way. From service delivery to compliance and project management, they've helped us operate efficiently and confidently on a national and now global scale."*

— Jason Horswill, Civilmart

