

CASE STUDY

John Holland

**JOHN
HOLLAND**

EMPLOYEES

5,700+ across Australia and New Zealand

INDUSTRY

Construction

Introduction

John Holland is one of Australia's leading building, infrastructure, rail and transport companies with more than 5,700 employees working in Australia and New Zealand.

We're currently delivering many of Australia's largest infrastructure projects – from the Melbourne Metro Tunnel and Sydney Metro to the Australian-first Kidston Pumped Storage Hydro Project in Queensland – as well as significant water, property and urban renewal projects. John Holland is also operating buses, trains, and trams across the country.

Our diverse experience and expertise enable us to create innovative and enduring solutions for our customers. The fact we can do this across multiple industry sectors means we're up for any challenge.

Challenge

John Holland led the charge in digitally transforming the construction industry by being a cloud and Software as a Solution (SaaS) focussed business. The John Holland team completed their full migration to AWS Cloud in 2019, allowing them to spearhead their digital transformation projects. However, when migrating to AWS the company reached a tipping point, where tool sprawl was slowing down processes and creating complexity within its IT infrastructure.

Monitoring data is critical to John Holland's day-to-day operations. This includes maintaining uptime on internal operations to deploy thousands of onsite staff, delivering materials such as concrete or steel, or scheduling the delivery of equipment such as cranes to worksites. This must be meticulously overseen to ensure projects run on-time, efficiently and to budget. Even a slight downtime that results in a delay to the arrival of workforce or the right materials or equipment onsite could have significant consequences to project timelines and budgets.

"The scale and size of our company where the user experience ranges from tendering for a project, including scoping and pricing, through to design and deploying IT systems for our construction projects, means we are constantly delivering services to our stakeholders," said Kier Morrison, General Manager of IT Technology Operations at John Holland Group.

To match the pace of operations, where data is constantly growing and consumption is evolving, John Holland built out its data lakes and sought to adopt digital platforms to manage the diverse workloads across the company, leverage the power of the data-driven insights to drive business efficiencies, innovation projects, and ultimately, position the company to scale.

With the team's ambitious growth plans and innovation trajectory, John Holland needed a single platform that could provide end-to-end observability across its entire IT stack. The company realised there was a disconnect with the solution they had in place and needed complete visibility into the specific configuration of its infrastructure environment to deliver a single source of truth—not just for the operations and IT team, but across the company including the product, cloud and application teams.

Solution

John Holland implemented LogicMonitor to enable infrastructure and cloud reporting, and provide the company with a single end-to-end view, enabling a proactive approach to addressing bottlenecks and technology failure.

The integration removed traditional silos to create a democratised pathway for not only the operations team, but the product, cloud, and network teams, to capture and present data, and collaborate to solve problems to mitigate operational impacts. Beyond the impact of adopting a proactive approach, the business is now able to address the root cause of problems, instead of constantly needing to tackle alerts for symptoms that crop up.

As a result of this shift, John Holland quickly witnessed strong improvements in operational efficiencies, productivity and increased collaboration across their internal teams.

Significantly, this initiative has resulted in a 40 per cent reduction in costs.

“We started working with LogicMonitor to get sight of our entire IT infrastructure environment and tackle the challenges that arise in a complex environment. However, this quickly enabled us to adopt a more agile approach in our company where problems are solved before our onsite teams even know about them – removing barriers to their productivity. It accelerates the smooth running of day-to-day operations and establishes greater business continuity,” added Morrison.

Benefits

LogicMonitor’s local datacentre on AWS in Australia meant that John Holland’s monitoring component sat side-by-side with its IT infrastructure. This allowed the company to manage issues in real-time, while maintaining the strict approach the company has for keeping its data onshore.

Since adopting LogicMonitor, John Holland has seen the below benefits in monitoring onsite, cloud and network infrastructure across the company.

- [40% cost reduction](#)
- [Simplified tool stack](#)
- [Time reduction](#)
- [Proactively detect and resolve problems](#)
- [Increased collaboration and remove silos within internal IT teams](#)

By combining the leading cloud services platform, AWS, with unmatched end-to-end observability capabilities, John Holland took a proactive approach to managing potential failures and reduced the number of monitoring tools from four, to one.

“When it comes to our day-to-day operations and user experience, knowing that our network, cloud infrastructure and application layer is performing well is the observability solution we were looking for. LogicMonitor is a solution that guarantees the delivery of a seamless digital experience for those offsite, and enables us to proactively respond and avoid issues that disrupt projects onsite,” added Morrison.

The ability to detect issues and resolve problems before it impacts business operations, and to ensure that projects continue uninterrupted, enables John Holland’s IT team to focus on delivering and driving digital transformation initiatives rather than day-to-day troubleshooting.

“The key benefit of adopting LogicMonitor for my team has been the significant reduction in the time wasted trying to identify the source of a problem. Instead, with one source of truth we are able to quickly and efficiently identify and resolve issues, often without our onsite team even knowing it has happened,” added Morrison.