- Not-For-Profit
- Financial Services & Insurance
- Professional Services

Getting ahead of the tech:

What's next for Australian organisations in digital transformation

Microsoft
Solutions Partner

Introduction

Across Australia, organisations are navigating an increasingly complex digital landscape. Cloud modernisation, automation, and AI are advancing faster than most teams can absorb. Each innovation expands capability but also adds pressure — to decide where to invest, what to prioritise, and how to keep technical skills current.

The real issue isn't access to tools; it's clarity. Which initiatives create durable value, and are current platforms being fully realised? Rising costs, skills shortages, and growing complexity make those questions harder to answer. Leaders must maintain operational stability while advancing innovation – and keep day-to-day operations aligned with their organisational and Information and Communications Technology (ICT) strategy as the ground shifts beneath them.

This ebook is designed to help organisations answer the critical question: *How do we get ahead of the tech – and start realising benefits now?*

Through research and insights from experts, it sets out a practical path forward with managed services. It also talks to specific sectors, helping identify how organisations can navigate change, focus investment where it counts, and build an ICT foundation that will help deliver what's next – securely, predictably, and at pace.

Under pressure:

The technology squeeze trifecta

Australian organisations are feeling the impacts of sustained economic and technological pressure. Expert Jurd says these pressures can be grouped into three primary challenges: rising costs, low economic growth and the skills shortage.

"Australian business are definitely operating in a constrained economic environment. Costs are increasing, skilled people are harder to find, and technology is evolving faster than most organisations can keep up with. Organisations are feeling the pressure from all sides."

#1

Rising tech costs

ICT budgets are under pressure. Hidden spend – under-used licences, duplicated tools and overlapping vendors – is mounting, while cloud costs rise with AI scale-up and specialist talent becomes pricier. All this sits on top of the need to maintain legacy systems and fund new cloud, data and cybersecurity investments.

Cloud spend rising:

Gartner data indicates Australian spend on cloud services grew almost 20% in 2025 vs 2024, with cloud platforms ranking among the top investment priorities behind cybersecurity and data analytics.[1]

cloud services grew almost

20%

in 2025 vs 2024

Value under scrutiny:

KPMG's *Keeping Us Up at Night 2025* reports the #1 challenge for leaders is digital transformation and optimisation – and extracting organisational value (53%), with cost controls in an inflationary environment ranked third (39%).[2]

extracting organisational value

53%

in 2025 vs 2024

Talent costs up:

The Hays FY25/26 Salary Guide shows ~10% year-on-year increases across key technology roles.[3]

↑10%

year-on-year increases

#2
Slow economic growth

Australia's economic growth is improving – but slowly. Weak productivity and wage-price pressures are keeping inflation sticky and rates high. While recession has been avoided so far, many organisations are delaying new tech and R&D, prioritising operational stability instead.

4%

Unit labour costs: Research from the Bank for International Settlements (BIS) finds Australia's nominal unit labour costs – the difference between wage growth and productivity – have been growing faster than 4% per year, adding to inflationary pressure.[4]

1.3%

GDP growth: The Australian Bureau of Statistics reports the economy grew by 1.3% over the 2024–25 financial year; aside from the pandemic period, this is the lowest annual growth since the early 1990s.[5]

Productivity ranking: OECD research indicates that since the pandemic, Australia's productivity growth ranks second-last among wealthy economies, ahead of only Mexico.[6]

Drivers of weakness: The Reserve Bank of Australia cites lagging capital investment and slower technology adoption as contributing factors in Australia's productivity decline.[7]

#3
Skills shortage

Australia is facing a shortfall of technology talent – across every sector. Competition for digital and cybersecurity skills is increasing, making it harder to retain – or even afford – the specialists required. Business leaders who do not act now to strengthen skills, embrace automation and build resilience in teams risk losing their market competitiveness.
"It's not just about attracting talent in general – it's about finding the right people with the right skills. The technology landscape is vast and evolving constantly." — *Samson*

This shortage is structural, not cyclical – widening the gap between what organisations want to achieve with technology and the capacity available to deliver it.

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What are the implications of these pressures?

These pressures are changing how organisations prioritise their spend. They raise two hard questions: *Where do we invest? How do we invest?* The challenge isn't whether to modernise – it's how to make smart, sustainable investments in a landscape that keeps shifting.

"Even as business leaders recognise AI as a genuine game-changer, few are implementing it effectively," says Samson. "The technology landscape is so vast, it's changing all the time. As soon as a new technology comes along, you need to hire a specialist in that technology to manage it – and that's very hard for organisations to do."

In Nexon Asia Pacific's experience, many organisations have already invested in cloud, collaboration tools and AI pilots, but aren't confident they are realising the full value. Core platforms are often under-used, data is fragmented, and teams lack the time and skills to embed new capabilities into everyday operations.

In this environment, it's easy for businesses to chase the next innovation for fear of being left behind – investing quickly, but not always wisely.

"The reality is that only a small percentage of Australian organisations are realising the full benefits from their cloud investments," says Jurd. "Success today isn't about chasing the newest tool; it's about aligning ICT strategy with organisational needs and leveraging the technology in a way that will support those requirements and future growth."

Amid rapid change, clarity and alignment matter more than speed. That's why many organisations are now rethinking how they manage technology altogether.

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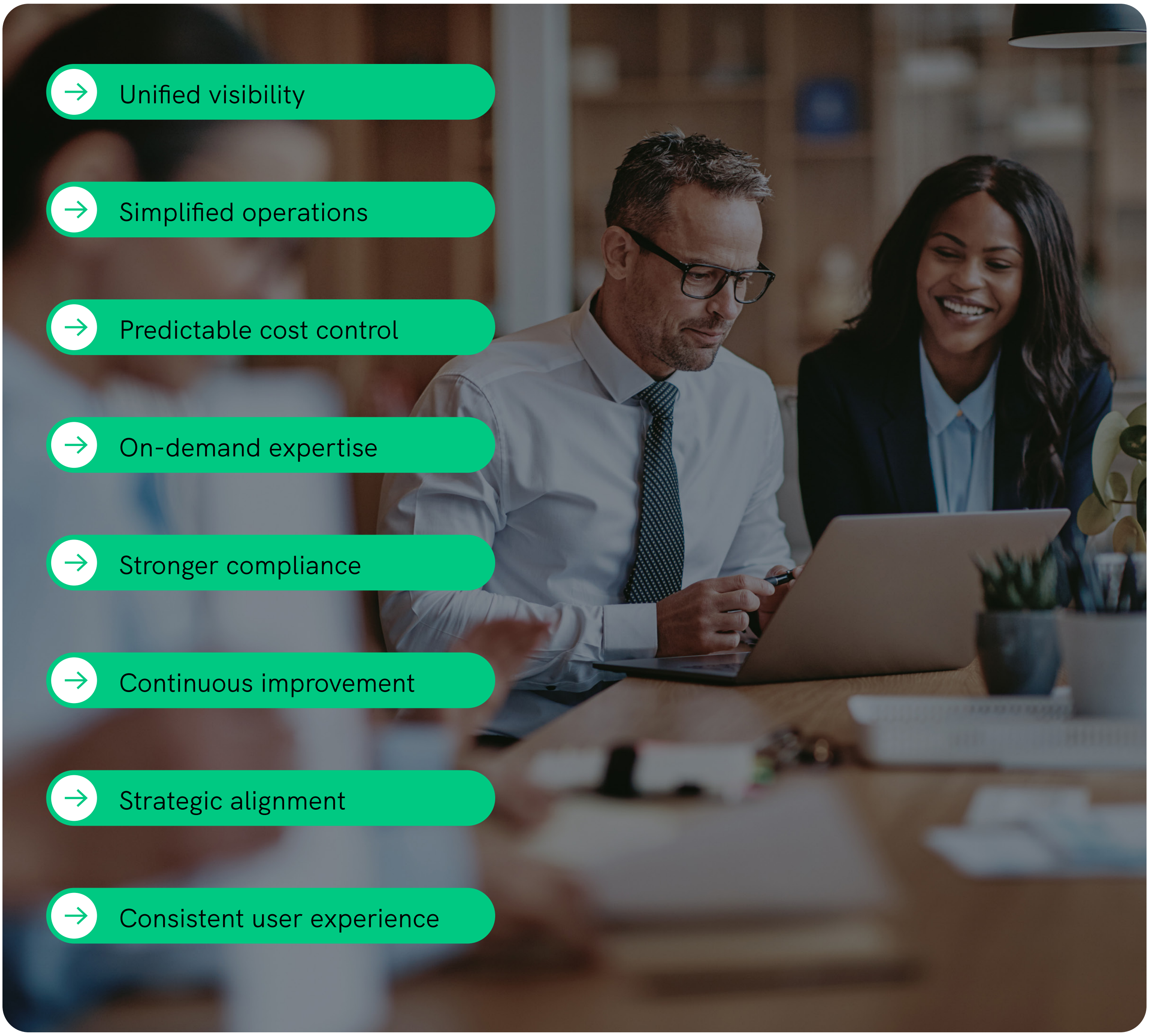
Why managed services are no longer optional

For many organisations, the issue isn't a lack of technology, it's the complexity of managing it. Cloud, data, network, security, and user experience are interconnected, yet too often siloed. Multiple vendors, overlapping contracts, and fragmented systems create confusion instead of clarity.

"Most organisations are simply too busy running their own operations to keep up with the speed of change – particularly in cloud and AI," says Elliot Jurd. "This is where having the right partner matters – a technology partner who lives and breathes it every day."

An end-to-end managed services model changes the equation. By bringing every layer of ICT under one strategic partner, organisations can simplify operations, improve visibility, and focus on growth – without stretching internal resources.

The advantages are clear:



“We see organisations with all the right tools, but they’re not getting the outcomes because everything operates in isolation,” says Samson. “True transformation happens when those pieces work together and stay aligned to business goals.”

In today’s climate, where every technology decision carries both risk and opportunity, managed services have moved from nice to have to essential. They enable organisations to stay secure, scalable, and ready for what’s next.

The Nexon difference

In a market crowded with technology providers, Nexon stands apart for its depth of partnership - both with customers and with global leaders like Microsoft. For more than 25 years, Nexon has helped organisations modernise their environments, connect people and systems, and move confidently toward their future.

At the heart of Nexon's approach is a partnership-first mindset built on trust and accountability. Rather than delivering one-off projects, Nexon works alongside customers as a long-term technology partner — understanding their goals, managing complexity, and helping them get the most from every investment.

"At Nexon, it's never just about technology - it's about outcomes," says Jurd. "Our role is to help customers deliver what's next for them, to make sure their ICT strategy evolves with their business."

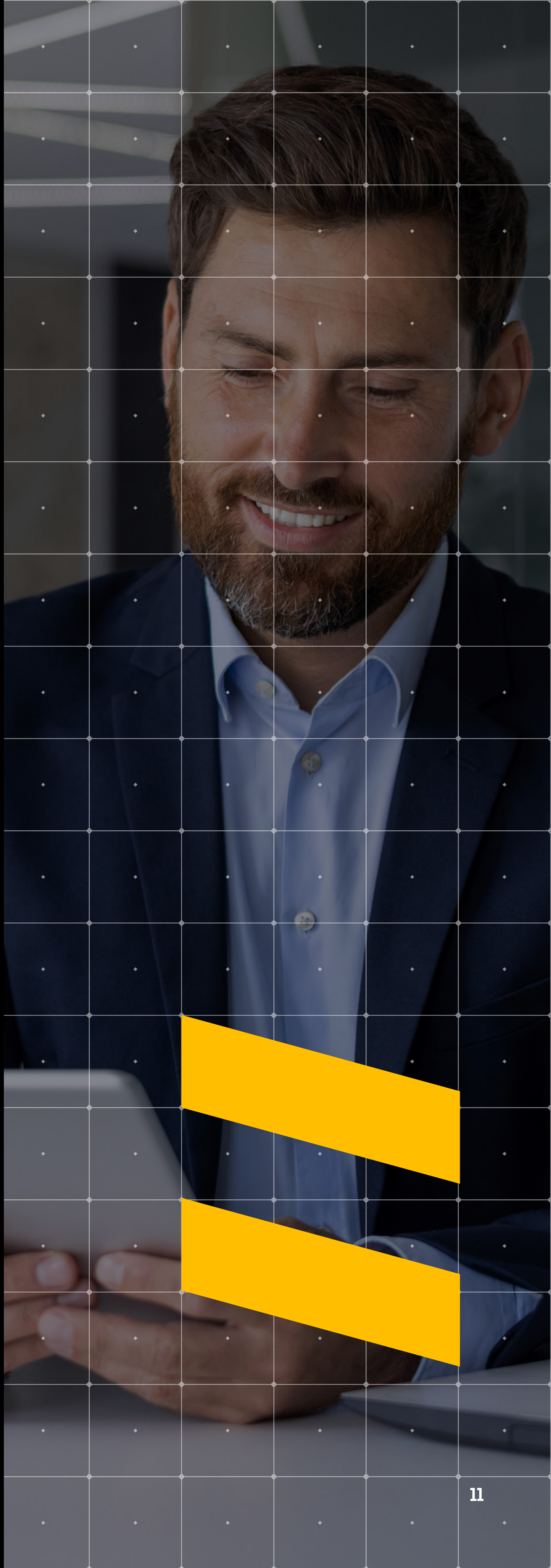
This partnership-first mindset is strengthened by deep technical capability. Nexon's certified specialists and solution architects span every layer of ICT — from network and cloud infrastructure to security, collaboration, and AI operations. The result is a unified model that connects business outcomes with the right technology foundation.

Samson explains:
"We see ourselves as an extension of our customers. It's not just about keeping the lights on — it's about helping them work smarter, faster, and more securely every day."

Nexon's people are a defining part of that difference. Customers often highlight the accessibility and care of Nexon's teams — professionals who take ownership, communicate clearly, and act as trusted advisors. It's this blend of expertise and empathy that helps organisations navigate change with confidence.

Sector insights & case studies

While the technology challenges vary by industry, the pattern is consistent: balancing cost, capability and compliance in a fast-moving environment. In the pages that follow, we look at three sectors where Nexon is deeply engaged – Not-for-Profit, Financial Services & Insurance, and Professional Services – to show how an end-to-end managed services model turns that pressure into progress.



Not-for-profit

In the not-for-profit sector, every dollar spent on technology must create measurable impact. Yet many organisations still contend with legacy systems, manual processes and disconnected data – making it hard to deliver consistent, secure and person-centred services.

"When you're dealing with organisations that exist to serve people, technology has to help them do that better. It can't be a blocker. Our job is to make it invisible – to remove friction so they can focus on their purpose."– *Jurd*

These realities are driving demand for end-to-end managed services – consolidating platforms, unifying data, strengthening security and reporting, and creating a predictable operating rhythm that supports mission delivery.

Nexon supports a number of NFPs in turning technology spend into lasting benefit. One example is that of their work with Epilepsy Smart Australia.

Case study: Epilepsy Smart Australia

The Epilepsy Smart Australia Program embraces technology to unite its care network across Australia

By uniting six state-based organisations on a single platform, Nexon helped create a national support network for people living with epilepsy and their families. It's a technology solution with a profoundly human impact.

Creating an Epilepsy Smart Australia

The Epilepsy Foundation, a partner of the Epilepsy Smart Australia Program (ESAP), provides life-changing services to hundreds of thousands of people living with epilepsy.

With the sobering statistic that 4% of the population will have epilepsy at some stage of their life, working to provide support, raising awareness and reducing stigma around epilepsy remains as vital as ever.

The Epilepsy Foundation and Epilepsy Smart Australia Program Partners faced a significant challenge: unite six state-based organisations to provide consistent, high-quality care nationwide. Having secured federal funding to drive this national transformation, they turned to Nexon Asia Pacific (Nexon) to bring their vision to life.

"We were looking for a partner who could work alongside us to achieve our outcomes," explains Sharmila Lakshmanan, Chief Information Officer at the Epilepsy Foundation. "Nexon immediately understood our business and how they could help us leverage technology to make a real difference in the lives of people with epilepsy."

For the full story, click here

At a glance

Business challenge

Solutions

Outcomes

Financial services & insurance

In the financial services and insurance sectors, technology underpins everything from client engagement to regulatory compliance. But with complex legacy environments, evolving cyber threats and tightening regulations, maintaining performance and security at scale is an ongoing challenge.

Regulators such as the Australian Prudential Regulation Authority (APRA) continue to raise expectations for cyber resilience and operational risk management, while customers expect fast, seamless digital experiences. Organisations must find a balance between innovation and compliance – investing in new capabilities without compromising control or cost predictability.

"Security, performance and compliance all have to work together," says Jurd. "That's what our partnership model delivers – alignment across every layer of the stack so customers can innovate safely."

These demands are driving more financial organisations toward end-to-end managed services models that bring governance, visibility and scalability to their ICT environments.

Nexon supports a range of financial services and insurance clients to strengthen their technology posture and deliver reliable, compliant services. One example is their work with Ord Minnett.

Case study: Ord Minnett

10-year partnership:

How Ord Minnett built a technology foundation for generational wealth management

When one of Australia's most trusted financial advisory firms needed to transition their entire technology stack with zero downtime, they found more than a service provider – they discovered a true business partner for the next decade.

Building wealth requires building trust

For over 150 years, Ord Minnett has helped Australians build and protect wealth across generations. With $71.1 billion* in funds under advice and 270 financial advisers across 16 locations, the firm's reputation is built on trust, expertise and unwavering reliability.

In 2020, when the opportunity arose for a management buyout, Ord Minnett faced a unique challenge: transitioning its entire technology infrastructure while maintaining seamless client service.

"In wealth management, technology isn't just about efficiency – it's about trust," explains Philip Chu, Chief Operating Officer at Ord Minnett. "Our advisers need instant access to markets, client data and communications. Any downtime doesn't just cost money, it potentially undermines the client trust we've nurtured over generations."

The scope of the transformation was comprehensive: new network infrastructure, hosted platforms, unified communications, cybersecurity frameworks and a complete hardware refresh across all locations. Most critically, it all had to happen without a single moment of downtime.

Zero-downtime transition during 8-month transformation

After evaluating multiple providers, Ord Minnett chose Nexon Asia Pacific (Nexon) for their partnership approach as much as for their technical capabilities. As one of Nexon's first major financial services clients, Ord Minnett represented an opportunity for both organisations to grow together.

"What stood out about Nexon was their commitment to understanding our business. They didn't just want to provide technology services - they wanted to become true business partners who understood what drives success in wealth management," says Philip.

The initial implementation required intense collaboration. Over a dozen team members from each organisation worked together for eight months, including during the COVID-19 pandemic, to ensure a flawless transition.

At a glance

99.99% uptime keeps wealth advisers connected to markets

Five years later, the foundation Ord Minnett built with Nexon delivers consistent results. With 99.99% infrastructure uptime, advisers maintain reliable access to the systems they depend on for client service and market transactions, including direct interconnections to trading platform partners.

"Nexon's reliability has been outstanding. We have dedicated on-site support teams at our key locations, monthly service reviews to address issues before they impact business and 24/7 monitoring that ensures problems are resolved quickly," notes Philip.

The partnership has evolved to support Ord Minnett through significant business changes, including acquisitions, office expansions and technology modernisation.

For the full story, click here

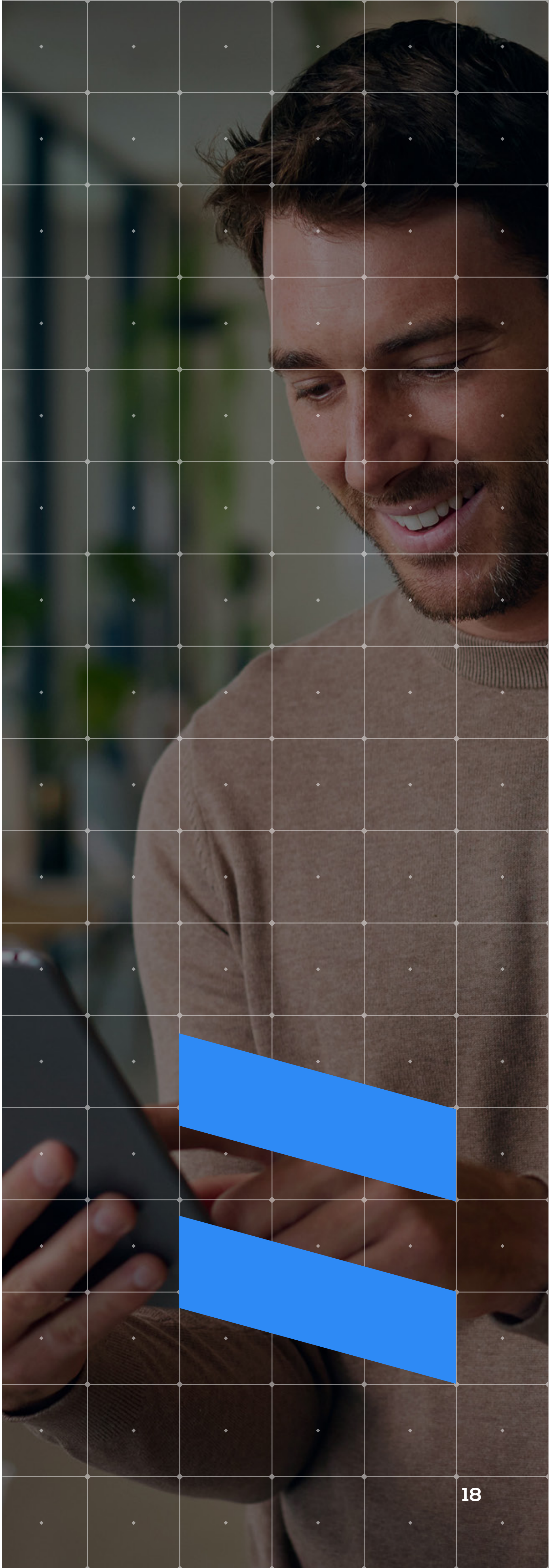
Professional services

For professional services firms, performance hinges on productivity, mobility and secure collaboration. In a hybrid world with rising client expectations, seamless connectivity across teams and devices is essential. Yet rapid growth, acquisitions and legacy systems often leave ICT environments fragmented and hard to manage.

"That's where the advantage of a single strategic partner comes in," says Jurd. "When cloud, network and security are aligned, you can move fast and still do it right."

These challenges are driving many professional services firms to adopt end-to-end managed services models that bring together communications, cloud, and security under one framework — improving collaboration, performance and scalability while reducing operational complexity.

Nexon supports a wide range of professional services organisations to modernise their environments and improve business continuity. One example is its partnership with Flick Anticimex.



Case study: Flick Anticimex

Flick Anticimex Pest Control

How a leading pest control and hygiene company embraced digital transformation with Nexon to enhance productivity and enable growth

Flick Anticimex (Flick) is a leading pest control and hygiene brand with a strong presence across Australia and New Zealand. However, Flick's management understood that its legacy IT infrastructure was not fit-for-purpose as the company sought to achieve significant business growth.

Being overly reliant on on-premise servers housed in a variety of data centres, its operations were being constrained and it was beginning to risk being unable to deliver the exceptional experiences that customers had come to expect from their brand.

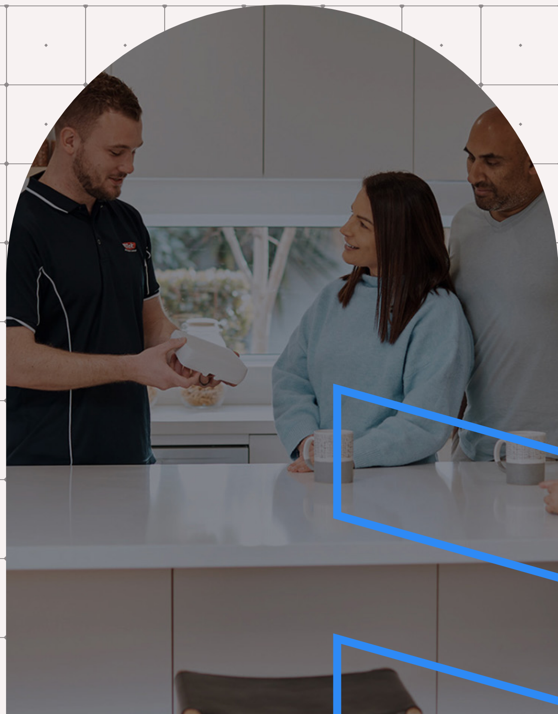
A substantial digital transformation was required to ensure Flick had the right foundations to grow and to continue serving customers into the future.

The situation

Commencing operations in 1918, Flick has over 780 technicians servicing over 300,000 customer sites annually. Flick protects over 55,000 commercial sites and 180,000 residential customers from pests every year.

As a well-established household brand, Flick is trusted by over 1.2 million residential and commercial customers. It is committed to meeting and exceeding customer expectations by always delivering exceptional experiences.

However, Flick management was realising that its ability to make additional acquisitions and surpass changing customer expectations, including the transition to a managed services business model, was being hampered by its legacy IT infrastructure.



The solution

Flick chose to partner with Nexon due to the fully integrated nature of the proposed solutions, as well as Nexon's values-led approach.

Nexon's methodology was to deliver a holistic end-to-end technology solution for Flick that always placed Flick's business goals at the centre of the scope of works. Certainly, it was important that the technologies chosen were best-of-breed, but equally important was Nexon's commitment to delivering outcomes with care and in full collaboration with Flick. For example, the migration from an on-premise legacy system to a cloud-based system required careful planning and coordination in order to avoid any unnecessary business disruption that would impact Flick's customers.

At a glance

For the full story, click here

Business challenge

Solutions

Outcome

One common thread

Technology is evolving faster than most organisations can adapt. But those with a clear, managed strategy are turning disruption into opportunity. By aligning ICT with business goals, they're boosting resilience, simplifying operations, and unlocking innovation.
"It's not about chasing the latest tech," says Jurd. "It's about using what you have well — and knowing when to evolve."

Nexon's end-to-end managed services give organisations the confidence to modernise securely, maximise ROI, and stay agile for what's next.

The goal isn't to keep up. It's to get ahead — and stay there.

Powered by partnership: Nexon and Microsoft

Nexon's partnership with Microsoft combines global scale with local experience — giving organisations access to world-class platforms, security, and innovation. Through Microsoft's ecosystem, Nexon delivers cloud and AI solutions designed for resilience, productivity, and growth.

Jurd explains:

"The Microsoft partnership lets us bring the very best technologies to our customers — from Azure and Microsoft 365 to Copilot and AI services — all underpinned by security and integration across the stack."

This partnership enables customers to accelerate their transformation journey — taking advantage of programs, funding, and technical support that help reduce costs and drive outcomes faster. Together, Nexon and Microsoft help organisations build AI-ready foundations, strengthen cyber resilience, and turn technology into a platform for growth.

For more information, visit: **www.nexon.com.au**

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