

NUMATAONE

A scalable technology foundation across a national franchise network.

A distributed, franchise-led equipment rental group moved from fragmented, reactive technology operations towards a structured, secure and scalable operating model.

NUMATAONE ROLL-OUT / NATIONAL EQUIPMENT RENTAL FRANCHISE NETWORK / ANONYMISED

AT A GLANCE

National

Distributed franchise and company-owned network brought under one operating model

Foundation

Operational visibility established before transformation work began

Roadmap

Governance rhythm and future-state technology plan agreed with leadership

A distributed, franchise-led equipment rental group moved from fragmented, reactive technology operations towards a structured, secure and scalable operating model. NumataOne established the foundation: operational visibility, service management, endpoint coverage, security alignment and a leadership-level technology roadmap.

THE CHALLENGE

The client runs head office functions, company-owned locations and independently operated franchise sites. Operational responsibility for technology was high, while central control and consistent standards varied across the network. Support had grown around practical but informal workflows and direct communication channels, endpoint monitoring coverage was limited across a distributed device estate, and the business needed immediate day-to-day relief while governance, service design and longer-term strategy were still being built.

OUR APPROACH

- 01 Establish operational visibility: map users, locations, contacts, service requirements, vendor touchpoints and endpoint coverage into a reliable managed-service baseline.
- 02 Transition to structured service management: standard ticket logging, clearer support channels, defined escalation paths and realistic remote and onsite expectations.
- 03 Introduce practical human enablement: a hybrid model pairing central service desk capability with a dedicated onsite resource to absorb pressure through the transition.
- 04 Build governance and strategy: current-state review, future-state roadmap, risk visibility, service model refinement and leadership alignment.
- 05 Respect the operating reality: standardise without forcing the business to abandon the practical realities of a hybrid head-office and franchise model.

WHAT WE DELIVERED

- Managed IT onboarding: user onboarding, support workflow setup and baseline operational visibility across the network.
- Endpoint monitoring roll-out: progressive deployment of management agents across distributed computers and servers.
- Service desk enablement: a clearer structure for logging requests, coordinating support and managing escalations.
- Onsite resource model: direct local relief retained inside Numata governance, management oversight and service integration.
- Security and patching alignment: groundwork for endpoint update management, reporting and security hygiene.
- Technology strategy roadmap: a platform for future-state planning, stakeholder alignment and broader transformation, including Microsoft 365 modernisation.

“NumataOne helped a national franchise-led business move from fragmented, reactive technology operations towards a structured, secure and scalable technology operating model.”

NUMATA ENGAGEMENT SUMMARY, ANONYMISED EQUIPMENT RENTAL FRANCHISE NETWORK

WHAT WE TOOK FROM IT

- 01 Franchise-led groups do not need an IT supplier, they need an operating model that works across uneven levels of central control.
- 02 Visibility comes first: users, locations, devices and vendor touchpoints have to be known before service standards can hold.
- 03 A dedicated onsite resource inside central governance is the bridge that makes standardisation acceptable to local sites.
- 04 Early-stage engagements are stronger when outcomes describe direction and structure rather than metrics still awaiting validation.

ABOUT NUMATA

Numata is a business technology services and solutions provider for small and mid-sized enterprises. We align technology to business outcomes across IT strategy, cyber, data, operations, modern work and AI, delivered through NumataOne™, our strategy enablement framework.

Speak to the team: numata.co/contact