

# How Darling Ridge Achieved More Offshore with Dijital Team

## The Challenge

As Darling Ridge began to scale, the business faced increasing administrative and operational strain. Founder Joshua Bauer was spending too much time on routine admin, bookkeeping, and coordination tasks, leaving limited bandwidth for strategic consulting and client delivery. The work was important but not revenue-generating, and finding local talent capable of adapting to a dynamic small-business environment proved difficult.



*Dijital Team just gets it. They found exactly the right person for a role that wasn't even clearly defined, and Jen's now a critical part of my business. She's gone from EA to Junior BA and Service Desk Analyst in under a year. Dijital Team also genuinely invests in their people - they provide training, mentoring, and listen to feedback to keep improving their process. It's one less big thing for me to worry about."*

*Joshua Bauer*  
Joshua Bauer, Founder  
Darling Ridge



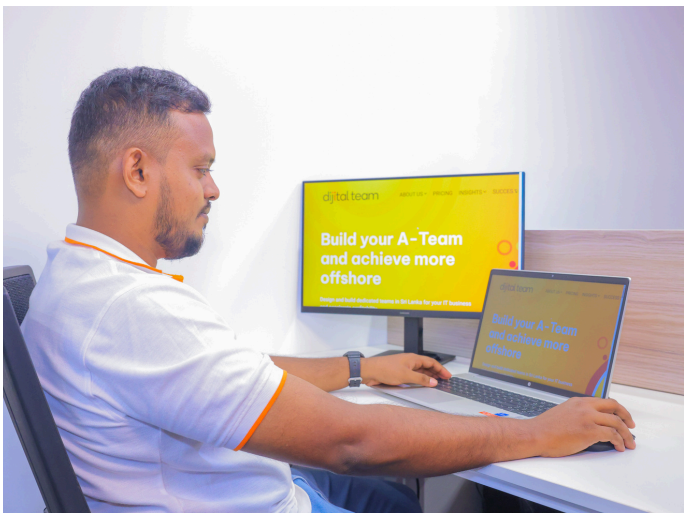
## How Dijital Team Assisted

Dijital Team partnered with Darling Ridge to provide a skilled offshore resource who began as an Executive Assistant (EA) and quickly evolved into a dual Junior Business Analyst (BA) and Service Desk Analyst role. By managing recruitment, onboarding, and integration, Dijital Team enabled Darling Ridge to offload administrative overhead, improve process efficiency, and free up leadership time to focus on strategic and billable work.

# Case Study: Darling Ridge and Dijital Team

## Customer Goals

- Reduce administrative burden to focus on strategic and billable work
- Source a flexible, multi-skilled resource capable of learning quickly
- Build scalable internal processes without the cost of local hires
- Ensure cultural alignment and long-term fit with the business



## About Darling Ridge

Darling Ridge is an emerging Australian IT consultancy and Managed Service Provider (MSP) founded by Joshua Bauer. Initially established as a consulting business supporting other MSPs, the company has since evolved to deliver IT services and direct business consulting to end clients. Combining technical expertise with business strategy, Darling Ridge is focused on rebuilding its MSP offering while continuing to deliver high-value advisory services to organisations seeking reliable IT leadership and support.

## The Result

Jen began as an Executive Assistant but quickly demonstrated her capability to handle more technical and analytical responsibilities. Within 10 months, she was promoted to a hybrid Junior Business Analyst and Service Desk Analyst role. Jen's initiative, ability to adapt, and process-driven approach have helped Darling Ridge document workflows, improve accuracy, and implement structure within a fast-moving business. The partnership with Dijital Team gave Joshua the time and space to focus on client work and rebuild his MSP operations, confident that day-to-day functions were being managed effectively.

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## Deliverables

Dijital Team provided Darling Ridge with:

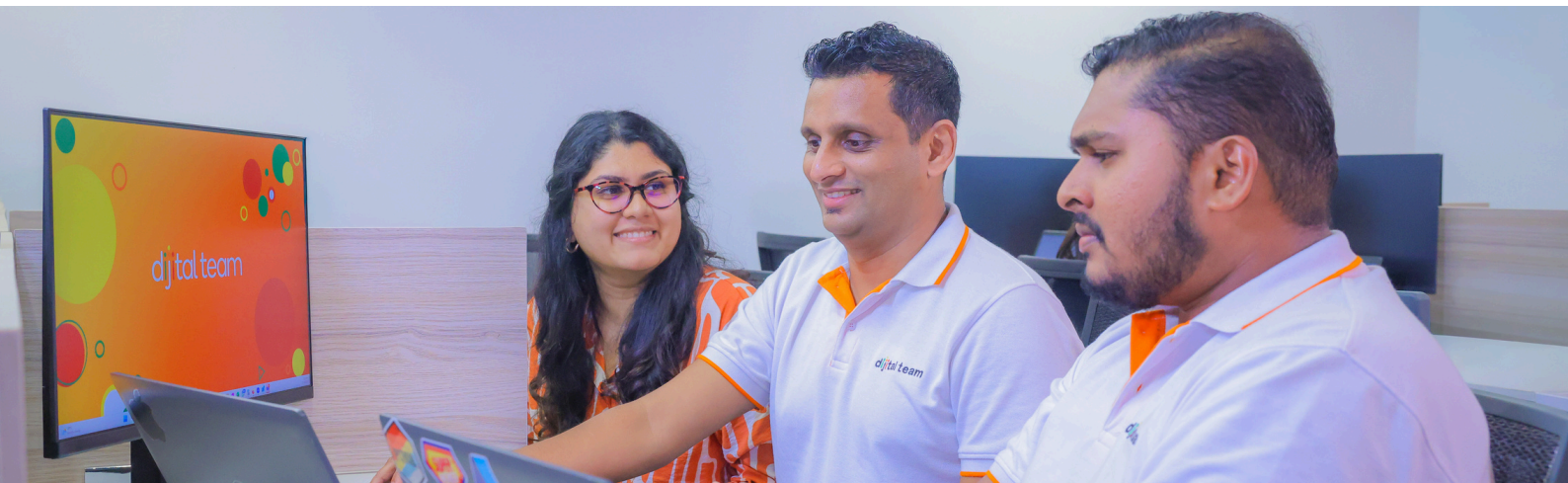
Dedicated offshore  
Executive Assistant  
(promoted to Junior BA  
/ Service Desk Analyst)

End-to-end  
recruitment and  
onboarding process

Cultural and skill fit  
screening

Process  
documentation and  
workflow improvement

HR and ongoing  
training support via  
Dijital Team



## The Dijital Team Difference

Dijital Team worked closely with Joshua to define the type of support needed, even though the role was initially undefined. Within two weeks, Dijital Team presented several suitable candidates and arranged interviews. After just one interview, Joshua identified the perfect candidate, Jen, who immediately impressed with her adaptability and problem-solving mindset. Dijital Team handled all recruitment, HR, and onboarding logistics, ensuring a seamless transition into the role.

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