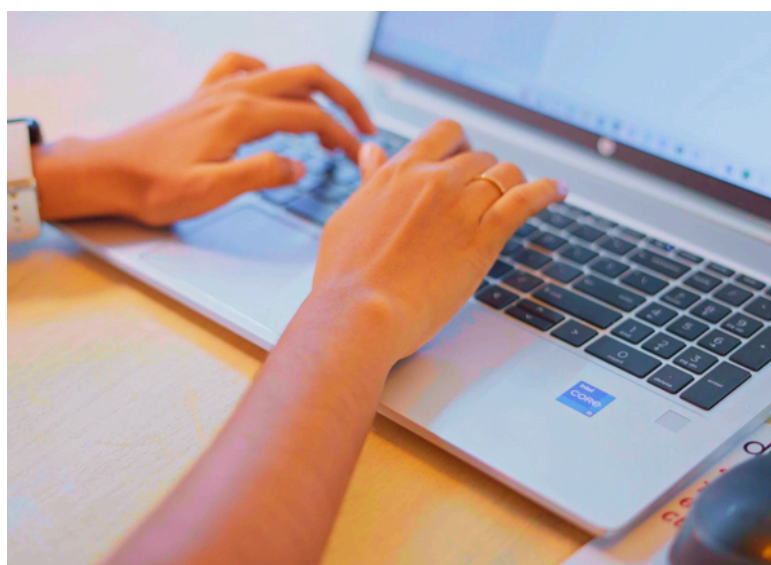


How Platinum Technology Streamlined Procurement Processes with Dijital Team

The Challenge

Platinum Technology faced a challenge when an onshore procurement staff member left the business. Recruiting locally for a replacement proved difficult due to rising salary expectations and limited candidates with the right mix of skills and long-term commitment. The company anticipated these challenges and looked for a more sustainable solution that could deliver the right expertise at a cost-effective price point.



“Our offshore procurement officer has been absolutely brilliant – skilled, reliable, and fully part of the Platinum Technology team. The process with Dijital Team was simple, flexible, and effective. We’ve saved costs, gained capacity, and built a long-term solution that works.”

Kyal Haywood

Service Desk Manager,
Platinum Technology



How Dijital Team Assisted

Dijital Team partnered with Platinum Technology to recruit and onboard a skilled offshore procurement officer. This role was essential in ensuring smooth procurement processes without the high costs of hiring locally in Australia. Dijital Team managed the recruitment, adjusted the job description to align with Platinum Technology’s needs, and facilitated a smooth onboarding, including flexibility around legal terms and IT setup. The offshore resource became a fully integrated member of the Platinum Technology team.

Case Study: Platinum Technology and Dijital Team

Customer Goals

- Find a skilled procurement officer with relevant experience
- Manage costs effectively while maintaining quality
- Ensure strong cultural integration and team collaboration
- Free up leadership capacity by reducing administrative workload



About Platinum Technology

Platinum Technology is a Sydney-based managed services provider (MSP) offering IT services, procurement, and support to businesses across Australia. Known for their high standards and strong team culture, Platinum Technology prioritises collaboration and long-term staff development. With a primarily in-office workforce, embedding offshore resources seamlessly into their structure was key to ensuring business continuity and cultural alignment.

The Result

The offshore procurement officer has been with Platinum Technology for over seven months and has delivered excellent results. They quickly became a trusted member of the team, building strong relationships and reducing workload pressures for leadership. Their skills and contribution allowed Platinum Technology to redirect savings into hiring an additional headcount in another team. Regular collaboration, combined with in-person visits, ensured the resource felt like a true Platinum Technology staff member. The arrangement has been so successful that Platinum Technology plans to expand their offshore team with Dijital Team in the future.

CONTACT US

+61 300 083 267
info@dijitalteam.com
www.dijitalteam.com

Head Office (Australia):
Level 3, 144 Edward Street
Brisbane QLD 4000



Case Study: Platinum Technology and Dijital Team

Deliverables

Dijital Team provided Platinum Technology with:

Dedicated offshore
procurement officer

Customised
recruitment and
interview process

Flexibility on legal
terms and IT setup

Integration into daily
standups,
performance reviews,
and team events

Ongoing collaboration
and future expansion
planning



The Dijital Team Difference

Dijital Team worked closely with Platinum Technology to refine the job description and recruitment process. While the initial candidate pool did not fully align with Platinum Technology's needs, adjustments were made quickly, and suitable candidates were identified. Dijital Team also showed flexibility by accommodating Platinum Technology's requirements around legal terms, IT security, and staff management processes. The selected offshore procurement officer joined Platinum Technology's daily operations, participated in regular calls, and even visited Australia for onboarding and team-building events, ensuring strong integration with the Sydney-based team.

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