

# How geezit Accelerated Automation & DevOps with Dijital Team

## The Challenge

Before partnering with Dijital Team, geezit faced challenges implementing automation internally. Their existing staff were capable but lacked the bandwidth to dedicate time to building and maintaining automation scripts while managing their day-to-day responsibilities. Additionally, the company struggled to find local candidates with the right mix of DevOps and development experience at a sustainable cost. Without the right resource, automation projects were delayed or deprioritised, limiting the business's ability to optimise processes.

*“Dijital Team has added real value to our business. The team member has integrated well into our team, delivered critical automation projects like our Pia system, and freed up staff to focus on clients. Treating our offshore team member just like any other team member has been key to getting the best results.”*

*Pete Sandel*

Pete Sandel, geezit



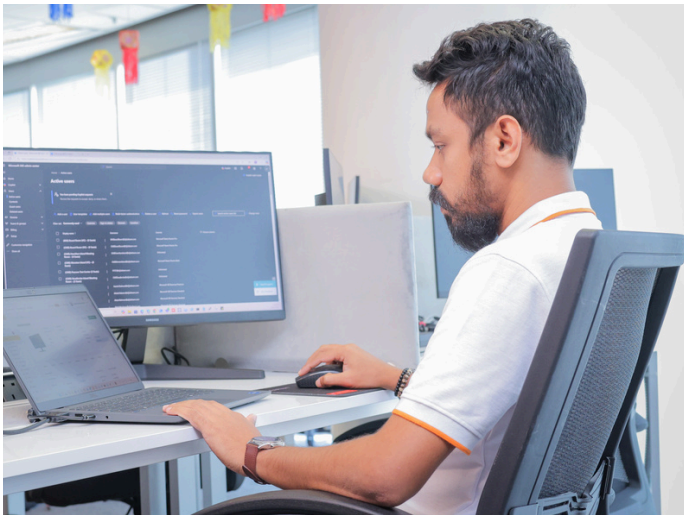
## How Dijital Team Assisted

Dijital Team partnered with geezit to provide a dedicated offshore automation specialist. This resource focuses exclusively on developing and implementing automation solutions, enabling the geezit team to streamline internal processes and improve efficiency without adding overhead to their onshore staff. The specialist works closely with the team to identify automation opportunities, design scripts, and integrate solutions into daily operations.

# Case Study: geezit and Dijital Team

## Customer Goals

- Implement effective automation solutions to reduce manual workloads
- Free up internal staff to focus on client-facing work
- Find a cost-effective resource with strong development and DevOps skills
- Integrate the resource seamlessly into the existing team culture



## About geezit

geezit is a managed services provider (MSP) based in Australia. With a team of eight, they deliver IT support and solutions to a diverse customer base. As a growing business, geezit continuously seeks ways to improve operational efficiency and service delivery. Recognising the importance of automation to meet these goals, the company sought a specialist resource who could focus solely on developing and managing automation projects.

## The Result

Within six months, geezit's automation specialist delivered significant value. The team successfully implemented their Pia system, streamlining service delivery processes and improving efficiency. Automation reduced manual effort and enhanced internal workflows, freeing local staff to focus on client-facing work. The offshore specialist integrated seamlessly into the team's culture, moving from a formal working style to becoming an active, collaborative member of the team. geezit has seen clear business benefits from the resource's contributions and is positioned to continue expanding its automation initiatives.

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# Case Study: geezit and Dijital Team

## Deliverables

Dijital Team provided geezit with:

Dedicated offshore  
automation specialist

Customised  
recruitment and  
candidate  
selection process

Integration into daily  
team standups and  
collaboration  
workflows

Automation of Pia  
system and key  
internal processes

Ongoing development  
of automation  
solutions



## The Dijital Team Difference

Dijital Team worked with geezit to draft a detailed job description and conduct a tailored recruitment process. The first round of candidates did not fully match geezit's requirements, so Dijital Team refined the search, focusing on candidates with proven programming and automation backgrounds rather than general IT support experience. Once the right candidate was selected, Dijital Team facilitated a smooth onboarding process, ensuring the specialist was fully integrated into geezit's eight-person team. The offshore resource joined daily standups, collaborated directly with staff, and built strong relationships, treating geezit staff as his "customers" when developing automation solutions.

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