

Making IT a **Strategic Partner** for Simpcw Resources Group



How Vivacity helped Simpcw Resources Group take IT from a pain point to a priority.



SIMPCW RESOURCES GROUP

SimpCW Resources Group (SRG) is the economic development arm of Simpcw First Nation. SRG is a diversified construction resources company, integrating various professional operational services while upholding the Simpcw culture with respect to the environment. With a team of approximately 140 staff, which includes financial administrators, managers, professionals, and technical staff, SRG oversees active and ongoing projects, explores the various business development opportunities, and manages sub-contractors. SRGs primary goal includes creating and fostering economic growth from the commercial development of natural resources within the Simpcw Territory, by competing work in the public and private sectors. Core services include Forestry, Aggregates, Pipeline & Civil Works, Construction, Environmental, Security, and Archaeological. SRG is driven by the following values and principles:

- 1** Preservation of Simpcw Culture and Heritage
- 2** Maintaining a balance between economic development and resource sustainability
- 3** Control over business risk respecting that they are a community organization
- 4** Provide a healthy environment for economic and social benefit for the people of Simpcw First Nation

SRG's business has been rapidly growing over the last few years, but their IT environment was fragmented and internal visibility was low. This had the potential to stifle SRGs growth and open up the organization to cybersecurity threats.

So, SRG turned to Vivacity Technologies.

VIVACITY IN THE PICTURE

In early 2022, Paul Donald took on the role of CEO with SRG. When Paul came on board, he realized that he, as well as various day-to-day stakeholders, had little visibility on what IT looked like at SRG. At the same time, SRG was experiencing a disconnect in communications with their IT service provider. This meant that there was little knowledge within the organization about what the current state of their IT environment looked like, and getting outside information wasn't a straightforward process.

That's why in April 2022, Paul and Viacity's CEO, George Emery started work on course correcting the IT environment at SRG.

Initially, SRG engaged Vivacity to conduct an IT Assessment to get a better idea of the internal state of IT, where the opportunities for improvement existed, and how to keep a better view on the issues moving forward. Vivacity conducted stakeholder interviews and performed a gap analysis, finding a number of areas for concern. These gaps were turned into IT initiatives which could be completed to move SRG towards their ideal future state. The IT initiatives were placed in a roadmap, which gave SRG steps and a timeline to follow to complete the work.

With no internal IT capacity, however, and a lack of alignment with their IT Service Provider, SRG required further support in implementing the IT roadmap. They had a plan to follow, but no one dedicated to delivering on it.

Because of this, in August of 2022 Vivacity Technologies was contracted as SRG's virtual Chief Information Officer (vCIO).

VIRTUAL CIO

As SRG's vCIO, Vivacity's work focuses on transforming IT into a strategic partner for the organization.

Vivacity has worked with SRG to provide expert guidance and strategic leadership, bringing IT to the forefront of various business operations and bridging the gap between the organization and its IT Service Provider. This ensures IT has developed into a strategic priority and partner. As part of this effort, Vivacity acts as a project manager for SRG's IT initiatives, managing the implementation of key systems and changes while building out the internal IT capacity of SRG to maintain those systems long-term. Our work to date has included:

- 1 Upgrading key IT infrastructure;
- 2 Enhancing SRG's cybersecurity posture;
- 3 Implementing a new trouble ticketing and IT asset management system.
- 4 Developing an internal IT Department at SRG;
- 5 Developing and implementing an M365 document management system.

With the help of Vivacity, SRG can now say something that used to be a major pain point - IT - has evolved into something they are proud of and recognize is instrumental to their ability to function as a growing organization.

The end goal of Vivacity's vCIO engagements is that after a few years of our services, our clients can run their IT effectively and efficiently without us, feeling secure in their IT environment and new capabilities. SRG is well on their way to that goal.

THE IMPACT

In the year and a half Vivacity has acted as vCIO for Simpcw Resources Group, the organization has seen substantial improvement in many areas related to IT.

0 New hacks since April 2023

Down from 3 hacks in the preceding 9 months

1 Document management system

Down from 5 systems

2 Internal IT staff

Up from having no internal IT Capacity

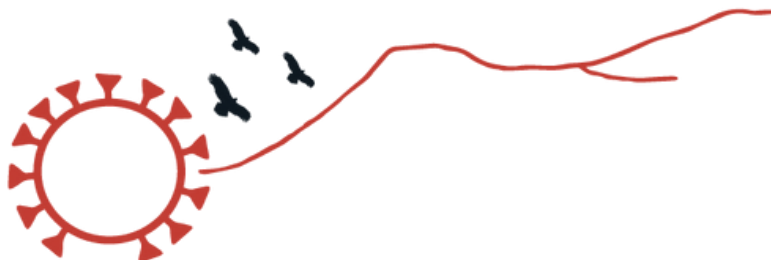
“ Vivacity is playing a crucial role in integrating IT into Simpcw Resources Group's operations, and turning technology into a strategic advantage for what we do. From having zero internal resources previously to now having two full-time IT staff, we've never been in a more secure position. Tied to this, George and the Vivacity team continue to support our growth, while aligning IT to our strategic vision and goals. In Vivacity, we couldn't have asked for a better partner. ”



- Paul Donald, CEO
Simpcw Resources Group

MFA

Fully implemented across SRG



GET INVOLVED

Vivacity Technologies conducts IT Assessments for small businesses, Indigenous organizations, and municipalities. Vivacity offers our IT Assessments and virtual Chief Information Officer (vCIO) services for organizations who are looking for clarity on their IT environment. We help bridge the gap between an organization's strategy and IT, offering an impartial lens on gaps and growth areas.

Any organization has room to enhance their IT environment, to better protect against security threats, or help support current operations and future growth. Sometimes, even well situated organizations need an impartial third party to ensure they are in line with best practices, or identify gaps they may not be able to see. If your organization could benefit from Vivacity's consulting or vCIO service, click below to book a consultation.

**BOOK A
CONSULTATION**



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