

20-year trusted partnership drives innovation and growth for Pitcher Partners

For over two decades, Pitcher Partners Sydney and Nexon Asia Pacific have grown together, evolving from traditional IT support to deep strategic partners. Their story demonstrates how trusted relationships drive business success.



Pitcher Partners is one of Australia's top 10 accounting, audit and business advisory firms, helping middle-market businesses, not-for-profit organisations, global executives and high net worth individuals reach their goals.



Building trust from day one

Back in his early days as IT Manager at Pitcher Partners Sydney, Adam Irwin recognised that the firm needed more than just a technology provider.

"We were relatively small, probably 50 people, with ambitious plans. We were looking for a partner to build our technology from scratch and take over running it," explains Adam, who now leads Pitcher Partners Sydney as the Managing Partner.

From an exploratory conversation with Barry Assaf, Managing Director of Nexon Asia Pacific, the connection has grown into one of Nexon's most enduring and collaborative partnerships.

"From our first meeting with Barry and his team, it was obvious there was something different in how Nexon wanted to work with their clients long term," says Adam.

The relationship demonstrates the value of consistency, with many of the original Nexon team, including Justin Bailey, who joined in 2001, still working closely with Pitcher Partners today.

Investing in each other's success

"There's a willingness to invest in trials

and proof of concepts before any commercial discussions," says Adam. "Nexon offers another set of eyes and a broader technology perspective. When we're exploring new solutions, they invest the time and resources upfront to ensure it's right for our business."

"It's really about a completely genuine open relationship," says Justin Bailey, General Manager, Nexon Cloud.

"When we sit around the table, it's about getting the right outcome rather than selling the next solution. There's a genuine appreciation for each other's support and expertise."

This transparent approach has enabled both organisations to grow and evolve together, with each contributing to the other's success.

Building a complete technology platform

"The sophisticated and specialised nature of Pitcher Partners' services demanded a solution combining professional services, project management and secure systems under one unified platform," explains Mike Woods, Chief Technology Officer at Nexon.

At a glance

Industry

Professional services – Accounting, Audit, Business Advisory and Private Wealth Management

Challenges

- Legacy systems hindering agility and growth
- Need for enterprise-grade security
- Complex requirements across business units
- Demand for secure hybrid work

Solutions

- Fully managed IT infrastructure and cloud
- 24/7 SOC monitoring and SIEM security
- Microsoft 365 and Teams collaboration
- Unified communications networks
- Strategic consulting and support

Outcomes

- Security, efficient and flexible platform
- Seamless transition to secure hybrid working
- Optimised technology costs and performance
- Strong foundation for growth and innovation

Over the years, Nexon has built and continuously evolved a complete technology foundation for Pitcher Partners, including:

- Nexon Cloud and Microsoft 365 platforms provide flexible, scalable infrastructure
- Advanced security featuring 24/7 Security Operations Centre (SOC) monitoring and Security Information and Event Management (SIEM)
- Enterprise-grade networks delivering secure, high-performance connectivity and Microsoft Teams communications
- Comprehensive backup and disaster recovery ensure business continuity
- Integrated business applications with robust identity and access management
- Strategic consulting and advisory services supporting long-term innovation

A foundation for transformation

This technology foundation has supported Pitcher Partners through significant transformations, including a major merger in 2015, an office relocation to Darling Park, the rapid shift to remote work during COVID and the continued support of flexible working.

“Having the right technology infrastructure meant we could transition to hybrid work almost instantly without compromising security or productivity,” says Adam.

“Today, our people and partners can collaborate securely and efficiently from anywhere, which has transformed how we look after our clients and attract talent.”

More than technology: A true business partnership

The partnership extends far beyond typical client-vendor relationships. Pitcher Partners actively contributes to Nexon’s



Looking ahead, we know we have a partner who understands our business and is committed to our success. That level of trust and mutual investment is invaluable as we continue to grow and evolve.

Adam Irwin
Managing Partner, Pitcher Partners Sydney

product development and strategy, while Nexon supports Pitcher Partners’ client initiatives and community endeavours.

“One of the unique aspects is that they bring us in to help solve their customers’ challenges,” says Justin. “Whether it’s IT advisory work or security compliance, we’re often working together to deliver solutions. Over the years, Adam has introduced numerous clients to Nexon, knowing they will receive the same level of service and commitment.”

When Pitcher Partners engaged with Ronald McDonald House Charities Australia, they referred Nexon to provide technology solutions and managed services. “When we need expertise or insight, Nexon is always our first call,” says Adam.

“And whenever there’s opportunities to support our community – such as our charitable initiatives – Nexon puts their hand up to help, whether through technology, fundraising or volunteering. It’s another example of how our values align.”

“Nexon has proven to be both a trusted sounding board for strategic technology advice and a safe pair of hands when it comes to security. Staying with Nexon over the years has proved a wise choice.”

Mike delivers presentations at Pitcher Partners’ strategy days, sharing insights on emerging technologies like AI and process automation. This knowledge exchange helps both organisations stay at the forefront of innovation.

Committed to making a difference

Through their ‘Pitcher Purpose’ program, Pitcher Partners fosters a culture of workplace giving, supporting organisations including Black Dog Institute, Youth Off The Streets and Dress for Success.

Continued collaboration

With a solid technology foundation, Pitcher Partners and Nexon continue to explore new opportunities for innovation and growth. The focus remains on leveraging technology to enhance client service while maintaining the trusted collaboration that defines their relationship.

“This partnership shows what’s possible when you move beyond traditional vendor relationships to create something truly collaborative,” says Justin Bailey. “We’re excited to continue growing together and finding new ways to drive value for both organisations.”

About Nexon

Nexon is an award-winning digital consulting and managed services partner for mid-market, enterprise and government organisations across Australia. We offer clients a uniquely broad suite of solutions requiring end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions. As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative and integrated solutions.

To find out about Nexon, call us at **1300 800 000**, email us at **enquiries@corp.nexon.com.au**, or visit **nexon.com.au**
