

Data#3 Customer Story

Stanmore Resources

Stanmore Resources thrives with flexible, scalable managed services.



Data#3



Data#3



Testimonial



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Rob Luhrs, Head of Technology, Stanmore Resources

Objective

To support rapid growth, Stanmore required an experienced, innovative partner capable of keeping pace and delivering technology services that would lay the foundation for long-term success.

Approach

Stanmore's fast-paced expansion prompted a strategic technology review, leading to a competitive tender and the selection of Data#3 to deliver integrated managed services, support, and governance across enterprise systems and cyber security.

Solutions & Services

- ✓ Managed Services
- ✓ Resourcing
- ✓ Service Integration & Management

Outcomes



Seamless transition with uninterrupted services



Scalability to support ongoing business growth



Access to an extended team with a wide range of skills



Transparency and operational visibility in managed services



Streamlined systems for greater efficiency

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The background

As a major Australian producer of metallurgical coal, Stanmore Resources operates in the Bowen and Surat basins, underpinning its industry leadership with a commitment to reliability and innovation.

Technology is an important enabler of growth, but few organisations demonstrate this as clearly as Stanmore, whose growth has been unprecedented. For Head of Technology, Rob Luhrs, the last few years have been quite a journey.

“I joined in January 2022, and I was the first technology employee. We had a headcount of 25 people, and had just been advised that we were taking on a major project. We knew we required someone to come in and run processes, and to set up our technology capability,” said Luhrs.

By 2025, Stanmore had grown into a ~AU\$2 billion business, employing over 800 staff and engaging an equivalent number of contractors. This impressive trajectory has required a technology operating model that is both structured and adaptable, empowering the business while avoiding unnecessary bureaucracy.

At the heart of this transformation is Stanmore's Technology Operating Model (TOM), which has become the foundational framework guiding the technology team's operations. TOM offers a balanced, flexible approach to service delivery, driving continuous improvement and ensuring that technology initiatives consistently support Stanmore's strategic objectives and core value of excellence.

The approach

Stanmore's technology transformation began with a clear vision for a new operating model, one that would empower growth while maintaining organisational flexibility. To bring this vision to life, the technology team outlined a service delivery model divided into four core areas: Enterprise Systems, Cyber Security, Technology Operations, and Service Management. The team invited potential partners to express interest in any, or all, of these disciplines, looking for a fit tailored to Stanmore's ambitions.

Among the responses was Data#3's, which proposed a Service Integration and Management (SIAM) model designed to provide Level 1, 2, and 3 support, while acting as a governance and integration layer across their ERP and Cyber Security domains. Rather than simply delivering services, Data#3's approach provided the connective tissue needed to coordinate multiple technology functions, ensuring alignment with Stanmore's structured-yet-adaptable framework.

“We were clear about our requirements and the structure we wanted,” Luhrs reflected. *“Data#3 stood out for their ability to adapt and align their proposal to our operating model, rather than expecting us to conform to a rigid, one-size-fits-all approach.”*

Due to the acquisition of Stanmore's previous technology partner in early 2024 and the subsequent changes to that business, Stanmore needed to accelerate the transition. Data#3 mobilised rapidly, stepping in to maintain service continuity even before the contract was finalised. The company's responsiveness and flexibility during this transition provided stability at a crucial juncture, ensuring Stanmore's technology journey continued without disruption.

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Implementation and transition

The need for a rapid transition on short notice meant that Data#3's team had to quickly familiarise themselves with Stanmore's systems, culture, and expectations, all under tight timeframes.

The project also introduced enhanced operational tools and streamlined processes to support Stanmore's environment, enabling a highly responsive day-to-day service.

"There was strong commitment from both teams to make it work. Data#3 showed up with the right attitude: collaborative, proactive, and open to feedback," says Luhrs. "Their Customer Experience Manager is here regularly, and I see the broader team frequently. It's an open, ongoing relationship."

That open relationship has been critical in adapting to Stanmore's distinctive culture. As Luhrs puts it, Stanmore operates with a "run-run-run model", placing high value on outcomes, and expecting the same from external partners.

"We didn't need unnecessary hurdles. Data#3 understood that and got started right away."

Despite the challenges, Stanmore achieved:

- **Scalable operations:** Seamless support across Stanmore's now-expanded technology footprint, underpinned by strong day-to-day execution.
- **Continuity and trust:** Despite a challenging transition, services remained uninterrupted.
- **Transparent governance:** Unmatched operational visibility and adaptable, data-driven controls aligned with business goals, reflecting Stanmore's culture of transparency and insight.
- **Tangible partnership:** Data#3's responsiveness, day-to-day operational excellence, and transparency were consistently highlighted.

"Our approach requires partners to collaborate, not compete," Luhrs explains.

"Data#3 has shown they can work within a broader ecosystem of partners. There's no ego, just a shared goal."

He adds, "It's not about always pulling out the contract. We put in some pretty tight SLAs to drive accountability and performance; nearly all have proven effective. We've only refined a few to maintain flexibility and make sure they still make sense in the real world."



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Conclusion

Stanmore's engagement with Data#3 reflects a mature, evolving partnership, one that highlights the strength of Stanmore's operating model. By combining lean internal resourcing, structured external engagement, and data-led governance, the team has built an approach that is not only highly effective but also forward-thinking.

"In many ways, this is a story of operational leadership as much as service delivery," says Luhrs.

"We selected Data#3 because they bring scale and experience, but also the right attitude."

He acknowledges that no model remains static. *"There will always be adjustments as we grow. What matters is the willingness to evolve together, solve problems collaboratively, and stay aligned on what success looks like."*

Stanmore's model relies on that alignment, trust in capability, a shared understanding of goals, and a culture that values momentum over red tape.



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About Data#3

Data#3: Your partner of choice

A Leading and award-winning Australian IT services and solutions provider, Data#3, is focused on helping customers to harness the power of people and technology for a better future.

Built on a foundation of over 45+ years' experience, combined with world-leading vendor technologies, Data#3 is constantly evolving its solutions and services to enable its customers' success.

Leveraging solutions such as cloud, modern workplace, security, data & analytics and connectivity, combined with Data#3's services across consulting, project services and managed services, Data#3 is delivering the digital future.

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