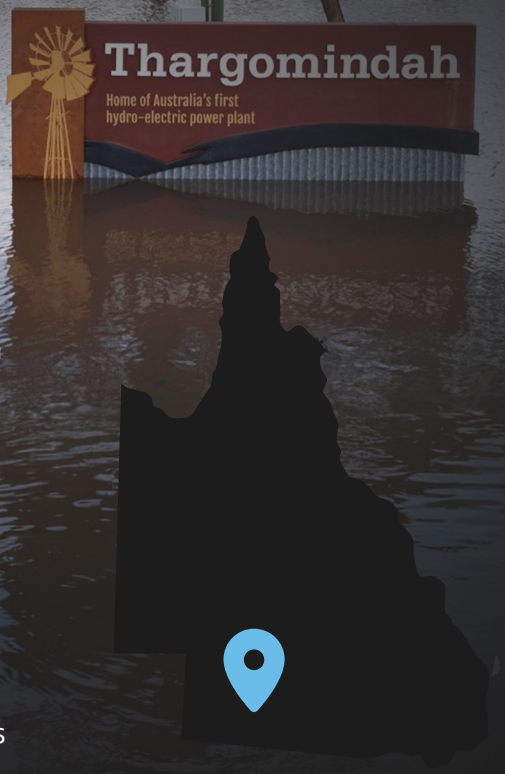
CASE STUDY

The water rose. Operations continued.

Business continuity kept a council **going.**



SITUATION

Late March 2025, record rain sent the Bulloo River climbing higher than living memory could recall, and Thargo disappeared beneath it. Roads gave way first, then access, then power.

Flooding is a reality of life in the region; it's just a Tuesday with worse weather. But what separated Bulloo from other councils still digging through wrecked servers was a decision made months earlier. Moving their IT infrastructure and systems to the cloud made their data accessible from anywhere. So when floodwaters rose past desk level and physical systems were destroyed the council got on with helping its community. Bulloo Shire Council was ready.

7.5 meters. A new record flood peak for Thargo

347 residents counting on their council

6 weeks migration to flood arrival

PROJECT DELIVERY

Fourier moved Bulloo Shire Council's systems to Microsoft Azure six weeks before the flood hit, under the council's ongoing managed service agreement. Starlink was added alongside it, so connectivity held even once local infrastructure didn't.

> *"Some of our staff live week to week. If we hadn't been able to run payroll, that's not just an inconvenience. That's someone not making their mortgage, not buying groceries."*
>
> Tiffany Dare
> CEO, Bulloo Shire Council

PROJECT OUTCOME

The cloud migration was completed before anyone knew a flood was even on its way. As a result, the Bulloo Shire Council Executive Leadership Team never had to divert undue attention to its IT systems, they simply worked, allowing staff to focus on supporting what matters most - the community.

It's easy to overlook what didn't happen. There were no weeks spent rebuilding technology, no payroll disruptions, and no loss of communication with residents. While the region dealt with the flood, Council simply got on with the job of serving the community.

WHY FOURIER?

Fourier has been Bulloo Shire Council's managed IT provider since January 2021. That's not a coincidence. Fourier doesn't run regional councils from a help desk in a capital city. They know Thargo, the roads, the terrain, and what it takes to keep a council running 14 hours from the nearest major centre. The cloud migration wasn't a rushed fix or a reaction to risk. It was scoped, budgeted, and delivered as part of an ongoing relationship, the kind that only gets built by showing up.

"The success of a technology project shouldn't be measured by the technology itself, but by the outcomes it delivers for communities and the people who depend on it. That's what drives us at Fourier."

Brett Manktelow
Managing Director | Fourier

"You think about IT when you're reviewing your risks, but it's not until you're in the middle of a real disaster that you find out whether your systems are truly up to the task. If I could say one thing to another council CEO, it would be this. Don't wait for your own flood to find out where you stand."



Tiffany Dare
CEO, Bulloo Shire Council

CONTACT US

How prepared is your council?

Fire, flood and drought extremes are simply part of everyday life in Western Queensland. And it's the people's lives and livelihoods that truly matter, so being prepared isn't an option, it's a necessity.

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