



Providence Lifestyle Resorts

Providence Lifestyle Resorts is an innovative provider of gated communities designed for empty nesters and budding retirees, offering beautifully landscaped homes, outstanding facilities and reduced energy costs. As the first to introduce solar-powered microgrid lifestyle communities with battery storage in Western Australia, Providence sets a new benchmark in the market. With the resorts in various stages of development from Two Rocks to Mandurah- all conveniently located near major services-the company continues to expand its innovative approach.

Our partnership currently covers three of these sites, with ongoing growth anticipated for future sites.



The Challenge



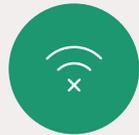
The primary challenge Providence Lifestyle Resorts faced was managing multiple vendors, each responsible for supplying a specific area of the project.

Instead of collaborating effectively and together to deliver a unified solution, each of the vendors acted independently to one another, with no overall orchestration or responsibility.

This lack of coordination led to stalled deployments, poor communication and significant delays in delivering the intended outcomes for the community.



The Objectives



In-Home Wi-Fi



Internet Services



Utilities Billing



Solar & Grid Measurement



End-User Technology

Providence Lifestyle Resorts aimed to deliver a comprehensive, turn-key service for residents by providing in-home Wi-Fi, internet services, power and water billing, and all other end-user technology in a single, integrated package. While Providence had a clear vision, they needed a partner with the expertise to bring this solution to life and coordinate multiple vendors.



Our Solution

We were recommended due to our proven track record with similar retirement living projects, our holistic approach to vendor integration, and our advanced billing and rating engine, which enabled accurate power and water billing for every resident. Beyond replacing a key vendor, we addressed integration gaps, redesigned site infrastructure for a better user experience, improved deployment speed, introduced individual utility billing, and established a 24/7 service desk to support all aspects of the solution.

01

Vendor Integration

Holistic approach to coordinating multiple vendors

02

Infrastructure Redesign

Enhanced site infrastructure for better user experience

03

Billing Engine

Advanced system for accurate power and water billing

04

24x7 Service Desk

Comprehensive support for all solution aspects

Outcomes & Results

At Piara Waters, we assumed responsibility for the existing systems and technology, making targeted recommendations to cost-effectively bring the site up to standard. We remediated problematic houses, redesigned the network to streamline rollouts for new homes, and adapted legacy hardware to ensure a consistent user experience despite varied technologies.

For new sites, we implemented our latest design, simplifying deployment and reducing costs for Providence while maintaining uniformity across all locations. By standardising on GPON switching for all unit systems and aligning Piara Waters' later stages with Henley Brook's architecture, we enabled greater efficiency and consistency. The upcoming Mandurah deployment will also benefit from this standardised approach, further enhancing operational efficiencies for Providence Lifestyle Resorts.



Piara Waters

Remediated existing systems and redesigned network.



Henley Brook

Implemented latest design with GPON switching.



Mandurah

Standardised approach for future deployment.

Client Testimonial

“ *Onboarding R-Group has been one of the most important business decisions Providence has made. We have subsequently expanded this partnership and engaged R-Group to be our professional commercial provider across all current and future projects. I cannot speak highly enough of R-Group and importantly, all its staff.* ”

Stewart Kestel – General Manager, Providence Lifestyle Resorts

Get in Touch

For more information on our Lifestyle and Aged Care Solutions, please reach out to our sales team at sales@r-group.com.au or by phoning us on 08 6555 1111.

