Strategic objective

Discover new trends and apply them to the business to improve it.

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| Specific Goal | Action | KPI | Person Responsible | Budget | Timeframe |
| Researching into the newest and most sophisticated technology relevant to the business | Hire a research team that will look for new technologies and software | Measuring by comparing technology to other leading ICT infrastructures | Director/Delivery and Consulting manager. (in charge of innovation) | $500,000 | 2018-2019 |
| Add new technologies to improve business | Implement new technologies to our business | We can see how business improves or if it doesn’t after implementation | Director/Delivery and Consulting manager. (in charge of innovation) | $1,000,000 | 2018-2022 and ongoing |

Add more locations around Australia

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| Specific Goal | Action | KPI | Person Responsible | Budget | Timeframe |
| Build in a location that will benefit the company and other businesses around | Scout for new areas to build in. (new cities) | Number of possible clients in the area | General manager in Australia. Scouting team. | $100,000-$250,000 | 6 months – 1 year |