

Customer Story



365 ARCHITECHS

Digital transformation provides improvements to productivity, collaboration and resilience.

Company
Charity Peak Body

Location
Brisbane, Australia

Sector
Not-for-profit

Employees
15

Technology
*Microsoft 365
Dynamics 365*

Solutions
*Office 365 Cloud Migration
365A Cloud PBX
CRM Implementation
365A Support
365A SME Security*

This peak body for organisations providing services to people with lived experience of mental illness sought to embark on a digital transformation project to enhance collaboration, support remote working and improve the productivity of team members while ensuring strong protection against cybersecurity risks.

Existing Processes

Paper everywhere! Hand-written meeting notes, paper diaries and lots of excel spreadsheets were some of the tedious, manual processes this organisation saw as business as usual.

Claims had been made by other similar organisations of significant benefits of moving to the cloud, but equally there were many horror stories of failed technology projects.

Challenge

Although a small organisation with very limited funds, challenges included an older workforce with limited technological skills, significant apprehension to technology and a lack of time to learn new tools – everyone was busy and focussed on delivering services to their members and really didn't have the time or appetite for significant change.

Approach

365 Architechs developed a gradual implementation of services over a period of time with individual project stages sequenced to allow time for users to adapt to new ways of working.

A risk-based implementation plan was architected which identified that email and documents should be migrated to the cloud as a first step.

Implementation of a fast internet connection, together with a Cloud PBX phone system delivered significant cost savings together with an opportunity to utilise standard computer headsets instead of traditional

phone handsets to take phone calls hands-free.

No system was available to properly manage project information, client meetings, or team member activities. Stage three of the project saw the introduction of a CRM system to ensure a single-source-of-truth of interactions with member organisations using a single database.

The cloud-based system enabled updates to information using mobile devices such as smartphones and tablets, with accessibility from anywhere with an internet connection.

Consolidation of technology providers and services allowed the organisation to purchase a single IT support contract, covering infrastructure, devices, helpdesk support, communications, applications and security.

Technology

Microsoft powered the entire solution stack, using their three connected clouds:

Microsoft 365	Dynamics 365	Azure
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A single user identity was established with AzureAD, part of Microsoft 365 to manage identities and access permissions.

Services in Microsoft 365 deployed included Exchange Online to provide an enterprise-grade scalable email system.

SharePoint Online was implemented to deliver a robust document management solution, inclusive of version control and ransomware protection, although documents continued to be accessed through the familiar interface of Windows Explorer to limit the changes faced by users.

Dynamics 365 and the Power Platform enable organisations to build secure cloud applications with strong audit trails, deep integration to Outlook and Excel, while being accessible on remotely connected computers, tablets and smartphones.

The technology includes a robust security model, with preconfigured entities for clients, members, funders and outcomes, to accelerate development for NFPs.

Solution

365 Architechs worked with the organisation to drive the shared implementation plan. Microsoft cloud technologies were gradually deployed and supported by administrative and end-user training together with an annual support contract.

Benefits

This project proved transformational for the organisation. Not being aware at the time, changing the nature of work for the team would be the ideal preparation for a global pandemic.

When COVID-19 disrupted businesses all over the world, this organisation simply carried on doing what they did before from remote locations including most staff working from home.

No changes were required to the phone system as it was already cloud-based, together with accessing and collaborating on files.

Team members and clients worked together using Microsoft Teams to teleconference and videoconference.

Productivity

Team member engagement and collaboration increased through the use of Microsoft Teams.

Organisational Resilience

All infrastructure and line-of-business applications in the cloud means work can occur from any location.

Streamlined Processes

The CRM solution has made the management of client information much easier, including stakeholder reporting.

What happened next?

Following the successful project implementation, a new cybersecurity project was commissioned. This followed discussions with the risk and audit committee, to improve cyber resilience. Additional controls were implemented for identity and access management, threat protection, information.

About 365 Architechs

Specialists in digital transformation, artificial intelligence and cybersecurity, 365 Architechs provide consulting and project management services to small businesses, corporates and non-for-profit organisations globally. As a Microsoft Gold-certified partner, 365 Architechs have the expertise, experience and support to deliver solutions that provide value across cloud, mobile and social environments.