secure agility

Taking on change

How an aged care provider developed a platform for growth and innovation

Complete Digital Transformation with Secure Agility

Case Study

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"There was a strict time frame, and the go-live date was immovable. We also had a lot of technology partners we had to work with to deliver the solution."

Julian Dagher
CTO, Secure Agility

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Launched in 2023, this aged care provider offers some 9000 residents supported living and care services across 59 communities, and offers a fresh start in the industry.

In keeping with its new approach, the organisation took the opportunity to build a modern IT infrastructure and deploy new systems that would provide a platform for growth and innovation.

Taking the reins in quick time

Formed as part of a near $1b acquisition, this new brand was put on a quick 12-month IT migration and initialisation program so it could operate independently. This journey combined a greenfield IT setup with the migration and modernisation of existing systems.

To tackle this hybrid modernisation approach, the company engaged a global consulting firm and Secure Agility for IT consulting and integration work.

With the new company inheriting much older technology from some of its sites and aged care facilities, the company needed help setting up a new head office, and guidance to make them aware of what technology would be required to scale.

> "We could identify issues that might arise and add our capabilities as we progressed. This approach eliminated risk."
>
> John Tannous, Director
> Secure Agility

Moving ahead with new capability

Given the scale of the transformation—and the engagement carrying penalties if deadlines were not met—there was not much time, so the team at Secure Agility filled the crucial role of bringing together the old and the new.

Initially engaged for end-user computing and site relocation tasks, Secure Agility quickly responded to an expanded brief to set up the company's cloud, network management services, telephony and support desk capability, and SharePoint and Office 365 data migrations.

Secure Agility CTO Julian Dagher said the team started with a roadmap for the various aspects of the solution and identified what gaps existed.

"Following a series of workshops between all four stakeholders, we saw gaps in the process, and we could help fill those gaps to make it a viable solution," he said. The external accounting firm focused on ERP, financial, and HR apps, and Secure Agility focused on the IT operations side of the program.

New services bring new capabilities

To establish the company with its sovereign IT capability, Secure Agility established an end-user computing standard operating environment (SOE) and associated devices.

A robust computing environment was established to enable the company to leverage the latest tools and technologies for enhanced productivity and operational efficiency.

The program of work consisted of numerous discrete outcomes, including:

– **New office relocation:** Supply and install IT network and end-user computing infrastructure to support operations from a new corporate premises.

– **Complete network transition:** A comprehensive network separation and migration of existing MPLS and SDWAN networks, including a change of ownership of existing data and telephony carrier services with some 80 data services and 4000 telephony services across multiple carriers.

– **Compute environment setup:** Including establishing a Microsoft Azure tenancy and environment to facilitate the migration and operation of core business applications, including identity integration and secure access.

– **Microsoft 365 data migration:** Review and migration of all Microsoft 356 data, including identities, SharePoint, OneDrive, Teams, and mailboxes for approximately 500 end-users.

– **SharePoint implementation:** Implemented SharePoint to create a centralised intranet.

– **End user device SOE:** The SOE ensures consistency and compatibility across the organisation and extends to laptops and new tablet devices for field workers, facilitating smoother operations and improved user experience.

– **Telephony:** Telephony services from the legacy environment, including a new IVR, were migrated to Teams Phone across 80 locations.

– **Centralised service requests:** IT service management (ITSM) was established for all IT-related incidents, service requests and changes.

– **Dual support desk:** A co-managed support desk environment was set up as an extension to the service desk, enabling the company to manage and address queries and requests efficiently.

With the project work completed, the team at Secure Agility established ongoing level 1 and 2 support across the IT environment for 80 locations and 500 users. This spans the public cloud, network, telecommunication services, end-user computing, and third-party vendor management.

New IT, a platform for growth

Secure Agility delivered the program of work to assist the company with a smooth separation and migration so it could operate independently within the required timeframe and its contractual obligation.

With the limited in-house resources of three IT staff, the company needed a low-risk transition in line with its level of internal capability.

We achieved this by working closely with them and other partners through a robust and extensive program governance and service delivery framework, including project management and multiple activity streams.

This program demonstrated Secure Agility's ability to collaborate with global consultants and align with them to flag potential issues and consider better ways to deliver services.

"By providing secure access to all applications, including SharePoint, Teams, and OneDrive, we are ensuring consistent security standards across the organisation," said John Tannous, Director of Secure Agility.

"We set them on a solid foundation from a tech and operational perspective, providing all the tech capabilities for foundational platforms and a more flexible end-user compute environment."

"The benefits and advantages will come over time and be seen in the future. We enabled this company to operate as a self-sufficient business and had up to 8 streams going simultaneously."

John Tannous, Director
Secure Agility

As the company's MSP, Secure Agility has established a secure platform for growth and innovation, including:

– **Reduced risk:** By automating user management processes, the risk of data loss across devices and workplaces is minimised, ensuring a secure environment for the company's operations.

– **Future growth:** SOE automation facilitates the quick setup of new sites and enables seamless employee transfers between sites and offices.

– **Best Practices for technology growth:** Best practices and features that enable the embrace of future technology advancements.

By delivering these capabilities and focusing on risk management and future growth, we've helped this company achieve its operational objectives and enhance its overall business resilience.

Challenge: A 12-month IT transformation and implementation program

Solutions: Network transition, Compute, Azure, Tenancy, SharePoint & 365, Support Desk, Managed Services

Outcomes: A new secure and consistent operating environment with a platform for growth and innovation

Suppliers: Secure Agility, Cisco, Microsoft, Global consultants

See how Secure Agility can help

Secure Agility helps organisations deliver real transformation and take advantage of emerging technologies. Accelerate that path by partnering with a modern managed service provider (MSP) that offers integrated solutions so you don't have to deal with multiple parties.

We provide the right technology and solutions to help organisations secure, adapt and grow.

Today's world challenges technology to solve almost everything, and change is coming, whether organisations are prepared or not.

See how Secure Agility can help you succeed today.

Please contact us for a specific reference from this customer.

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