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wentworth
community housing

Workplace Modernisation

At a glance

Business
Community housing provider

Industry
Housing

Business Challenges

Wentworth Community Housing (WCH) embarked on a workplace modernisation journey to achieve four major outcomes:

- ✔ Improve customer service quality through enhanced interaction with clients
- ✔ Increase productivity by adopting modern workplace techniques
- ✔ Leverage technology to attract and retain quality staff through flexible workplace arrangements
- ✔ Ensure compliance with new data privacy laws

WCH engaged experteq to assist with the transformation to a Modern Workplace.

Approach

- experteq worked with WCH in devising a plan to migrate WCH to modern cloud services that are securely accessible. This would allow WCH to address each of their key business imperatives from the transformation project.

- The plan involved migrating on-premise technology to a secure "Microsoft 365" environment that includes Microsoft Office 365, Windows 10 and EM+S suite (Enterprise Mobility + Security).

- This required a program to modernise, mobilise and secure their IT business tools and data. The program adopted a cloud-first" approach that would ensure scalability, security and flexibility by:

  - Replacing aged, on-premise infrastructure with secure cloud infrastructure, that is resilient, secure and always-on
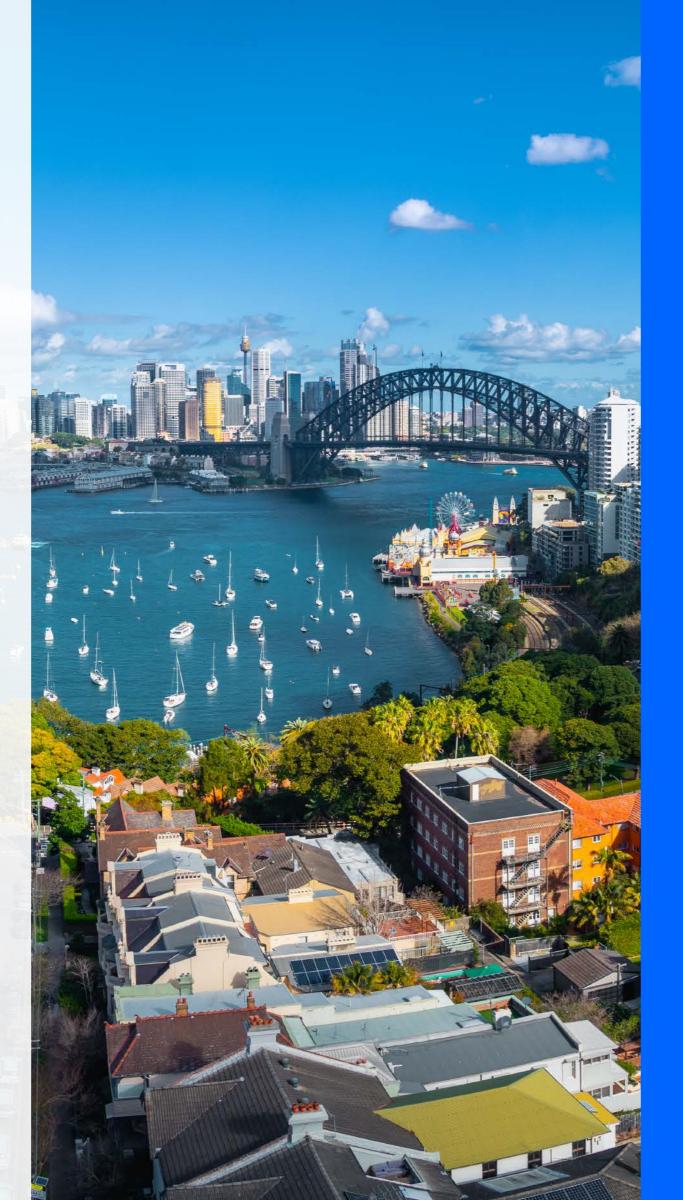
- Building an ultra-mobile environment that would allow staff to access their IT resources from anywhere, on any device

- Creating a highly-secure workplace that has inbuilt security and compliance to meet EU GDPR and Australian NDB regulations

- Identifying and implementing improvements to internal operations, structures and processes to reduce risk

- Providing ongoing advice, support and management services to maintain a competitive advantage

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The Problem ⚠

✓ The key issues identified in our analysis were that WCH's existing IT systems were reaching the end of life and had not been maintained to best practice. The business systems had limited process documentation on structure, security process, data governance or access entitlements. Importantly the ability to securely share resources and data was limited, thus reducing the ability to collaborate with colleagues or clients in the field.

✓ WCH were utilising Office 365 for a limited number of staff, but only for Line-of-Business application licensing. It was not being utilised for any collaboration or security services.

✓ Staff were limited to specific devices and locations to access IT resources and data. There was no ability to securely federate or collaborate with internal or external parties.

The Solution

✓ "Microsoft 365" (Office 365, Windows 10 and EM+S) suite was chosen as the key solution toolset to deliver the modern workplace required by WCH. The EM+S e5 suite was selected as it provides security, classification and Governance of corporate data across the business; enterprise mobility for staff using any device; and cloud services brokerage to allow the business to adopt new services as business needs change.

✓ Once business systems were migrated to the cloud, WCH quickly updated their fleet and chose optimum devices for communication, collaboration and centralised management. This allowed staff to work from any location on the device of their choice, at a time convenient for clients and staff alike. Staff are no longer constrained by technology while performing their duties.

✓ Working with experteq project managers and privacy consultants, WCH has sought to develop and embed a culture of security and privacy by default. Technology automates security but is not intrusive and does not prevent staff from performing their roles. Executive privacy and security compliance briefings are held regularly for staff, and Data Protection responsibilities have been assigned to a senior staff member.

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The Benefits

✓ Device independence, mobility and access to data on any device has empowered staff and enabled the flexibility to work and collaborate securely at any location.

✓ Cloud migration has improved business systems performance, reliability, security and scalability.

✓ Automatic data classification is automating data security, governance and management. Policy is set centrally and enforced using modern tools, and all without preventing staff from doing their work as normal.

✓ Persistent file level encryption allows for a secure transmission of data files and provides access management to critical corporate data. Hardware encryption secures both user devices and server systems.

✓ "Microsoft 365" includes Windows Defender ATP, which has been chosen as the endpoint protection solution across the fleet. The solution protects the desktop, mobile and server device from malware and viruses, while also achieving substantial cost savings through the consolidation of security products and support services.

✓ Multifactor authentication is being deployed in several cases, particularly with regards to staff who have privileged access to sensitive business systems and data.
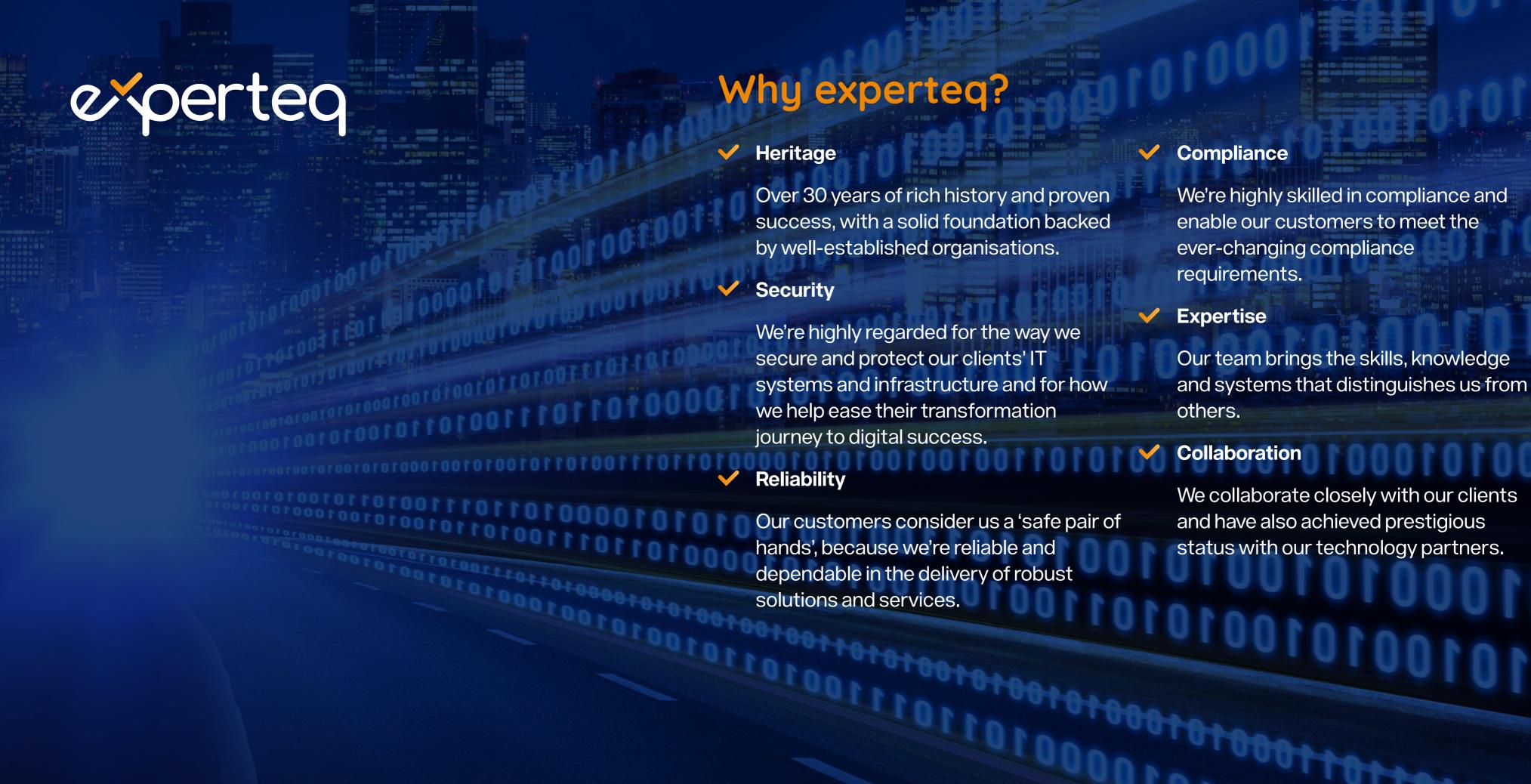
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The Future 🚀

✔ WCH intends to further leverage their investment in "Microsoft 365" by deploying Microsoft Intune to manage all applications across servers and devices, including BYOD where required.

✔ They will also deploy Advanced Threat Analytics (ATA) to continually secure the business against new cyberattacks as they emerge.

✔ experteq will continue to monitor, support and manage the new Modern Workplace and to optimise IT services to address changes and meet new business requirements.

Summary 📄

✔ The transformation to a Modern Workplace utilising experteq's services and "Microsoft 365", enables and empowers WCH's workforce with total mobility, device independence and data accessibility from anywhere. Our solutions also significantly improve the organisation's GDPR and NDB compliance status and cyber risk profile.

✔ WCH expect to see improvements in customer service, increased staff productivity and happier staff working in a modern flexible workplace.

✔ The outcome of the business transformation is an environment that allows the organisation to scale rapidly, while improving operational performance, strengthening security, reducing cost and enhancing user experience.

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Why experteq?

✔ **Heritage**

Over 30 years of rich history and proven success, with a solid foundation backed by well-established organisations.

✔ **Security**

We're highly regarded for the way we secure and protect our clients' IT systems and infrastructure and for how we help ease their transformation journey to digital success.

✔ **Reliability**

Our customers consider us a 'safe pair of hands', because we're reliable and dependable in the delivery of robust solutions and services.

✔ **Compliance**

We're highly skilled in compliance and enable our customers to meet the ever-changing compliance requirements.

✔ **Expertise**

Our team brings the skills, knowledge and systems that distinguishes us from others.

✔ **Collaboration**

We collaborate closely with our clients and have also achieved prestigious status with our technology partners.

Get in touch
with us

📞 +61 1300 715 591

✉ info@experteq.com

▶ experteq

🌐 experteq.com

in experteq

f experteq