



Project success story

# Digital Transformation

## Industry

Government administration

## Employee

501 - 1,000

A leading NSW government organisation was looking to digitally transform into a cloud-first, single identity for improved agility and customer experience.

## Challenges



- ✓ The organisation was not agile enough to respond to the changing demands of customers
- ✓ Support calls were answered by first responders with a ticket and 'flick-it' approach which was inefficient and susceptible to unanswered queries

## Benefits



- ✓ Enhanced user experience and staff flexibility
- ✓ Improved business-to-business transactions with the latest standards using an updated SaaS platform
- ✓ Improved overall security posture
- ✓ Improved customer service management

## Solutions



- ✓ On-premise Active Directory and Azure cloud Active Directory were synchronised
- ✓ Microsoft 365 and Intune management
- ✓ Anti-malware, proxy services and firewalls for improved data protection and security
- ✓ Implemented network routing, WAN links and internet connections
- ✓ Service desk, call tracking and change management services were implemented



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