

Case Study



NSW Police Force
How NSW Police Force mobilised
their officers' with Atarix

New South Wales Police Force partners with Atarix for modernising in the cloud. Connected wherever duty calls.



The Challenge

NSWPF Officers' ever-changing work environment means that the way they operate needs to also continually evolve with them. Tools traditionally only available via the office computer, need to extend outside the four walls to enable Officers to accomplish work, wherever duty calls. A key challenge with such a transformational piece of work was the adoption of the latest in cloud and enterprise technology to promote productivity and security in building a highly collaborative and mobile workforce.

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Atarix were chosen partners on the O365 Cloud Transition and Transformation project. They Helped NSWPF migrate over 23,000 mailboxes from Notes to Office 365, the project was complete on time and budget. The migration was completed from Skype to Teams prior to deprecation date of June 2021, and they assisted with documenting Systems Security Plan (SSP) in preparation for IRAP assessment.

Barney Jovanovic - NSW Police Project Manager
(Cloud Transition and Transformation)

With over 22,000 staff on the legacy apps, employees had to learn a new way of operating and embrace the change ahead.

The Solution

Our Approach

As Microsoft partners, we worked hand-in-hand with NSW Police to seamlessly integrate Microsoft 365 into their environment. We did a deep dive into the details of the overall strategy to develop a close understanding of how this project was to integrate with their wider initiative.

The journey head was of epic proportions but everything is possible, you just have to start with breaking it down into achievable pieces:

1. Establish an identity model to transition 23,000 staff into Microsoft 365.
2. Meet ACSC's Information Security Manual controls for Protected data to ensure NSWPF meet government security standards whilst meeting the business needs of the officers to access the data they need, when they need it.
3. Preparing the workforce with a new way to work within Microsoft 365 cloud apps - real-time collaboration, availability across devices.
4. Ensure network readiness across all the NSWPF locations to prepare for cloud computing.
5. Introduce Azure Governance to ensure their cloud infrastructure is scalable and standardised with a proven Atarix Governance Framework.
6. Coexistence with existing on-premise infrastructure where it was required, for NSWPF they needed this achieved for Exchange Online and Lotus Notes.

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IT Strategy & Consulting

Bespoke, practical, aligned.

Working closely with NSWPF in their transition to the cloud operating model by popping the bonnet to take a closer look to review existing strategies, to provide a practical plan and a sound IT strategic roadmap aligning with their goals and requirements.

Project Implementation & Delivery

Following our Implementation Methodology and Proven Process, we put our pedal to the metal, making those plans a reality.

Unified Communications

Change management is a key piece of the puzzle to ensure the success of any large transformation. Staff were onboarded, trained, and supported throughout the transition with best-of-breed change management and adoption practices, so all staff were able to hit the ground running upon go-live.

Support

Hypercare and ongoing support for their internal teams whilst upskilling staff who were embracing these new technologies. This additional support also supplemented their Microsoft unified support agreement, with us working in tandem with Microsoft.

The Value

This transformation gave Officers the information and tools they need, when and where they need it.

It means less time coming back to their desks to enter and share data, and more time in the community and collaborating on the go.

Microsoft 365 and Azure platform at the core of this transformation, we delivered the cloud transformation NSW Police Force set out to achieve.

To give you a real-world example, with our services NSWPF swiftly transitioned to Teams during COVID-19 from Skype for Business. They successfully broadcasted their first Live Event, the inaugural Technology Town Hall hosting approximately 500 remote attendees.

Speed. Flexibility. Agility.

Out with the old, in with the new. Using the Microsoft stack in cloud computing, it enables staff to be nimbler, 'get stuff done' faster, from anywhere.

Productive & Collaborative Staff

With a large mobile workforce, staff were able to spend more time on the things that matter whilst at the same time working closely with each other without compromise.

Scalability

With a modernised workplace, it is important to have the right governance frameworks in place to enable the sky being the limit on the ability to scale staff, deploy and announce initiatives at scale.

Secure

Everything achieved above, without sacrificing the security and integrity of their data.