

# Energy Water Ombudsman NSW

From in-house to hybrid cloud infrastructure, independent dispute resolution organisation Energy Water Ombudsman NSW (EWON) modernises and secures its IT infrastructure with Microsoft Azure and Intune.



**Organisation**  
Energy Water Ombudsman NSW (EWON)

**Industry**  
Not-for-Profit

**Staff size**  
Small (between 51-200 employees)

*“With the ‘big guys’ constantly under attack, you can imagine the nervousness around the table. No matter how much you trust your people, you also need to stay secure inside. Microsoft Intune gives us the security that we need”*

– Bernadette Or,  
General Manager Finance and Corporate Services,  
EWON

## Challenges



EWON had ageing, on-premise servers that required costly maintenance and upgrades to remain supported.



EWON wanted to reduce the data security risks associated with their employees working from home, using their personal devices to access their systems and apps.

## Solutions

Microsoft Azure      Microsoft Intune

Professional Advantage worked on migrating EWON’s business applications and 38 virtual machines to Microsoft Azure. Microsoft Intune with Autopilot was also deployed to enable mobile device management across all devices that have access to its systems and applications.

## Results



**Cost savings.** EWON now has commercial flexibility by using monthly Pay as You Go with discounted commit options available in Azure.



**Scalability and flexibility.** Scale up or down on resources as business demands.



**Business continuity.** Azure’s redundancy and recovery capabilities provided a cost-effective and reliable data backup and disaster recovery service.



**Extra layer of data protection.** EWON now has added security using Microsoft Intune to protect their members’ data when their staff use personal devices when working from home.



**Predictable end-user support.** Access to a team of dedicated technical experts for any support that they need on the new platform.

## Got more questions?

1800 126 499 | pa.com.au | enquiries@pa.com.au



## Trusted IT partner for over 30 years

We've been helping Australian businesses achieve more with technology since 1989. Being one of the few multi-skilled Microsoft Gold Partners who is also a **Tier 1 CSP**, we are able to design, implement, and optimise IT solutions for our clients while providing your software licensing needs.

Our years of experience delivering transformative IT projects for content and collaboration, workflow automation, cloud migration, financial management, and business intelligence are quintessential to our ability to provide **Modern Managed Services**.

Unlike most MSPs, we go beyond your typical infrastructure, networking, and end-user support and put cloud adoption and digital transformation at the centre of our managed service offerings.

Our team comprises exceptional individuals passionate about delivering impactful solutions that help businesses secure their data, modernise their processes, and save on IT costs. They play a critical role in why we consistently achieve +80 net promoter score and have average client retention of 9.7 years. Over 1000 small and medium-sized businesses, mainly in the not-for-profit, healthcare, construction, supply chain, and financial services industries, trust us for their IT solutions and software needs.

Get in touch with us today to learn how we can help your organisation.

# Let's Talk.

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