Edmen Community Staffing Solutions

CASE STUDY

Edmen Community Staffing Solutions is a successful provider of mobile and highly trained workforces. They specialise in the Disability, Youth and Aged Care sectors. Growing at an impressive rate of 20% to 25% year on year, Edmen operates multiple lines of business with staff working across various locations, including remotely.

> **You need to treat people in the right manner to have a meaningful partnership, and we are very fortunate with Virtual IT Group.**
>
> Frank Barila, CEO

ORGANISATIONAL CHANGES

Over the past six years, Edmen Community Staffing Solutions has travelled through frequent organisational changes resulting from various mergers or acquisitions. The organisation has experienced significant growth and with that growth, developed a need for more capable infrastructure and business IT solutions.

Prior to working with VITG, Edmen operated with ageing IT infrastructure and relied heavily on a centralised, on-premise kit located in their HQ office. They had four separate divisions within the Edmen umbrella and all were using separate IT applications.

At the time of contacting VITG, Edmen was ready to embark on an IT overhaul and committed to a long-term journey that would support future growth, and produce a clearly defined and evolving IT strategy for the business, as a whole.

A LONG-LASTING AND TRUSTFUL PARTNERSHIP

In 2015, Edmen engaged VITG to roadmap their IT strategy. VITG was responsible for producing a custom plan, individually tailored to the business. A number of business solutions have since been implemented, including;

- Migration from local user and server storage to Cloud storage

- Deployment of an improved VoIP phone solution

- Cabling work for a new office location

- Setup of four new conferencing rooms with adequate equipment

- Improved IT security; implementing web filtering, firewall with geo-blocking, VPN, anti-virus and spam filtering.

As Edmen was heavily reliant on a system that mostly operated on local equipment, full Cloud migrations have not been a suitable option for them. As such, VITG has taken the approach to modernise and future-proof elements of their IT systems, which resulted in lower costs, a leaner operations team and ensured they were prepared for any unforeseeable events.

As a true partner to Edmen, VITG has continued to advise and support them with accessibility to the highest quality IT solutions and expert advice. Leveraging their trust in VITG, Edmen's decision to offer full data and analytics visibility has enabled VITG to respond instantaneously to events occurring and allows VITG to continually provide recommendations for better IT solutions.

CREATING TURNKEY SOLUTIONS

> "Virtual IT Group has played a lead role in system design and implementation"
>
> Frank Barila, CEO

Like many other organisations, Edmen was required to quickly review business process in 2020, and react to the impacts COVID-19 was due to make on the business. As VITG was already an established IT partner, Edmen reached out to quickly prepare and implement business continuity plans. VITG played a lead role in the system design and implementation of remote working solutions for Edmen, thus allowing the business to move from an office-based environment to a virtual one at the flick of a switch.

By establishing a true partnership with VITG, Edmen has been able to introduce IT solutions designed to support future business growth. They now have a clearly defined IT strategy which guides the business with actionable plans. Edmen has the 24/7 support of the VITG team, can be assured access to the best technology in the world and is able to call on VITG at any time for crisis support.