



# Case Study



## Enriching later life Jubilee Community Care

For not-for-profit organisation Jubilee Community Care, reliable IT systems and support are vital in their endeavour to deliver a valued and trusted aged care service, while responding to the changing needs and diversity of the community.

### The Challenge

Jubilee Community Care is a leading provider of in-home aged care services in the northern and western suburbs of Brisbane. After being with their previous IT provider for a little over 3 years, the relationship had stalled. Issues were only resolved as they arose, and there was no proactive progression or recommendations for improvements.

Leigh Willett, Systems Support Officer said, 'It was time to move on and find a company that truly partners with Jubilee Community Care - one that can successfully implement a strategic IT road map going forward.'

Prior to TechPath's engagement, Jubilee Community Care's IT costs were high, and they were not leveraging modern cloud technologies. Slow internet and server speeds were making every day work functions a challenge.

## The Solution

TechPath conducted a comprehensive assessment of systems and processes and presented the findings along with recommendations. This incorporated a Managed IT service agreement that would cater to the immediate and ongoing support needs - with the flexibility for future cloud integrations. Microsoft 365 was rolled out leveraging the not-for-profit's discount. To improve performance, a high-speed fibre connection was installed which allowed for the integration of a new VOIP phone system. The server environment was simplified by moving workloads to Azure.

'Obtaining a managed IT support service that could align with the company's strategic IT plan while also remaining flexible for the future was pivotal in the decision to partner with TechPath,' Leigh said.

## The Outcome

Since engaging TechPath and the roll-out of the proposal, Jubilee is now experiencing improved connection speeds and has enabled a more flexible workforce with business continuity not seen prior.

'TechPath actively look for ways to streamline our business procedures. From our SLA on-site meetings to reviewing our licencing structure, TechPath's communication is second to none. They recently presented us with the opportunity to reconfigure our server settings, which has enabled us to save around 40% on our monthly hosting charges.'

## Why TechPath

From the onset Jubilee Community Care engaged the expertise of an IT Broker to shortlist prospective companies to ensure their criteria was met.

'After meeting with the shortlisted companies, it was clear that TechPath was the right IT partner for our journey, and we haven't looked back!'

When asked if she had any advice for other companies looking for a strategic IT partner Leigh said, 'Take the time to digest the proposals, and ask questions. TechPath was transparent and always willing to take the time to ensure we had a comprehensive understanding of the proposal, using terms we understood and not just technical jargon.'

1300 033 300

[sales@techpath.com.au](mailto:sales@techpath.com.au)

[www.techpath.com.au](http://www.techpath.com.au)



**TechPath**