

How we helped Lismore City Council modernise & keep services running

The Challenge

Lismore City Council was facing three pressures at once: a **growing project backlog**, **ageing on-prem infrastructure**, and a **BAU team already at capacity**. The environment needed a **full refresh** and a pathway to modern services such as **Microsoft Azure** while **keeping day-to-day operations stable**.

- **Large backlog** to refresh the environment end-to-end
- **Legacy on-prem systems** needing refresh or migration to modern services such as Microsoft Azure
- Skilled **BAU engineers already at capacity**



Our Approach

We embedded a **senior (Level 3) engineering pod** to extend the internal team. Together we **prioritised the highest-impact items**, **stabilised critical services**, and worked side-by-side to **transfer knowledge** so the team could move faster with less external dependence.

- Augmented the internal IT team with **senior L3 engineers**
- Prioritised and **executed the highest-impact items** from the backlog
- Ran side-by-side delivery to **upskill council staff** and **reduce future dependency**

The Result

Council gained **dependable day-to-day support** and visible progress on modernisation. We **uplifted Microsoft Azure** foundations, hardened and **optimised Microsoft 365**, **supported on-prem hardware and servers**, and **implemented Microsoft cloud security baselines**—reducing risk while clearing priority work.

- **Azure foundations** established for future migrations
- **Microsoft 365** hardened and optimised for daily use
- **On-prem server and hardware** reliability improved
- **Microsoft cloud security** baselines implemented

**Want to see how this model could work for your organisation?
Get in touch:**

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