

# From Frustration to Efficiency: MiCare's Smooth Transition of IT Managed Services to Novo3



## Challenge

- Switching Service Provider
- Operational Continuity
- Data Security
- Compliance

## Technology

- Technical Roadmap
- Microsoft 365 Audit
- Antivirus
- Arctic Wolf

## Benefits

- Improved Service Levels
- Operational Efficiencies
- Cost Savings
- Long-Term Partnership

MiCare, short for Migrant Care, is one of Australia's leading aged care providers, specialising in services for culturally and linguistically diverse communities. Committed to delivering compassionate, respectful, and holistic care, MiCare offers a wide range of support including Residential Aged Care, Home Care, Retirement Living, Migrant Services, Volunteer Programs, Social Support Groups, and MiMeals (Meal Services).

Over the past two decades, Jamie Neeleman, MiCare's long-serving Manager of ICT Services, has guided the organisation through significant technological change. As part of MiCare's governance framework, a formal tender process is conducted every three years to ensure transparency, value, and alignment with the organisation's evolving needs. While this process satisfies compliance requirements, MiCare's most recent tender was also driven by increasing dissatisfaction with the service levels and technical capabilities of its incumbent provider.



EMPLOYEES  
50% SHIFT WORK  
50% PART-TIME/FULL-TIME



29

YEARS  
OPERATION



377

RESIDENTIAL  
AGED CARE  
RESIDENTS



4

RESIDENTIAL  
AGED CARE  
FACILITIES



78

RETIREMENT  
VILLAGE  
RESIDENTS



5

RETIREMENT  
VILLAGES



1.8K+

HOME CARE  
CLIENTS



261

ACTIVE  
VOLUNTEERS



983

MIGRANT  
SERVICES  
CLIENTS

HEAD OFFICE  
CARRUM DOWNS, MELBOURNE

## Challenge

Recognising the need for a more reliable and responsive Managed IT Services provider, MiCare initiated a formal tender process in October 2023, issuing a Request for Quotation (RFQ) to four carefully selected vendors. In assessing the submissions, MiCare focused on several key criteria: the quality and scope of services offered, overall cost-effectiveness, proven experience in the aged care and not-for-profit sectors, and references from similar organisations. Given the aged care industry's unique challenges—particularly in the non-profit residential care space, where financial margins are especially tight—it was critical to engage a provider with deep sector knowledge and an ability to deliver tailored value-driven solutions.

For aged care organisations, switching IT Managed Service Providers (MSPs) presents a distinct set of challenges. Maintaining operational continuity, safeguarding sensitive data, and ensuring compliance with sector-specific regulations must all be carefully managed during the transition.

"The process often involves system audits, data migration, user re-training, and updates to internal protocols—activities that carry significant risk if not executed seamlessly. For resource-constrained, not-for-profit providers like MiCare, the stakes are even higher, making it essential to partner with an MSP that not only understands the technical requirements but also the real-world implications of service disruption in a care-focused environment.

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**Jamie Neeleman**  
Manager of ICT Services, MiCare

## Approach

Following a comprehensive evaluation of responses to its Request for Quotation, MiCare selected Novo3 as its new Managed IT Services provider. The decision was driven by Novo3's competitive pricing, strong value proposition, and positive endorsements from other aged care providers. Their demonstrated experience in the aged care sector, along with an existing rapport with key MiCare stakeholders, made them a natural fit for the organisation's needs.

As Jamie Neeleman noted, Novo3's familiarity with similar organisations allowed them to bring practical, pre-tested solutions to common challenges faced in aged care IT environments—saving both time and resources.

"Novo3 began auditing well before officially taking over the contract," Jamie said. "They reviewed everything we had in place—from the user environment to infrastructure and network systems. That process started ahead of the full transition, which really helped lay the groundwork for a smoother handover."

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## Solution

Once selected, Novo3 began the transition process without delay, mapping out a tailored technical roadmap. This proactive approach laid the foundation for a smooth and minimally disruptive handover, ensuring continuity for staff and operations alike.

"There was a lot of work involved in the transition, but I think Novo3 made it as smooth as possible," Jamie said. "Switching to a new IT Managed Service Provider requires a number of internal changes—like notifying staff that they now needed to contact a different support team. There were also software changes, such as deploying an agent on users' machines to support the auditing process and improve overall support. Despite the complexity, Novo3 handled it well, and from a user's perspective, the impact was minimal. For most staff, the only noticeable change was having a new point of contact for IT support."

As part of the onboarding process, Novo3 conducted a thorough audit of MiCare's Microsoft 365 environment and current software usage, including antivirus and other critical services. Based on the findings, they provided tailored recommendations to enhance efficiency and security. These suggestions were implemented incrementally, with each step approved by MiCare's management. The partnership continues to evolve, with further implementations underway as new approvals are secured.

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## Outcome

MiCare's partnership with Novo3 has extended well beyond day-to-day IT support. Novo3 now serves as a strategic advisor, playing an integral role in shaping MiCare's long-term ICT roadmap. From hardware procurement to software services, their input continues to strengthen MiCare's digital infrastructure. As part of its evolving cybersecurity strategy, MiCare is also working with Novo3 to implement Artic Wolf, a leading security operations platform, in the upcoming financial year.

Since engaging Novo3, MiCare has experienced significant gains in operational efficiency. Internal workflows have been streamlined, responsiveness has improved, and service delivery has become more consistent. These enhancements have not only elevated the user experience but also delivered cost savings—providing better value and positively impacting the organisation's bottom line.

One of the most tangible improvements has been in service desk performance. MiCare staff have reported high levels of satisfaction with the support provided by Novo3, describing it as responsive, knowledgeable, and highly effective. This improvement has made a noticeable difference in daily operations and reinforced confidence in the IT support function.

In addition to frontline support, Novo3 has delivered a marked improvement in backend engineering.

As Jamie explained, "There are aspects of the service—particularly on the engineering side—that staff might not see or directly interact with, but they make a significant difference behind the scenes. The level of technical knowledge and expertise within Novo3 is far greater than what we have experienced previously. From server infrastructure to backend systems, their engineering capability is a clear step up. And when it comes to overall service levels, there's been a definite improvement across the board."

Although changing Managed Service Providers can often be seen as disruptive, MiCare's transition to Novo3 proved to be both smooth and beneficial. It offered a timely opportunity to review existing systems, modernise outdated processes, and improve overall IT performance.

"Without a doubt, I would recommend Novo3," Jamie said. "The team we work with—from the service delivery manager to the operations manager—has been both professional and approachable. Communication is clear and efficient, and the working relationship has been really positive. From what I'm hearing across the organisation, the service desk and on-site support have been excellent. Staff are genuinely happy with the service they're receiving, which is a strong reflection of the quality Novo3 provides."

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Jamie Neeleman,  
Manager of ICT Services, MiCare



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