

TRANSITION FROM INTERNAL IT TO OUTSOURCED ICT SUPPORT

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PROBLEM

Wheatbelt Health Networks Internal IT Manager based in Northam needed to move back to Perth promptly and was tasked with finding an outsourced IT Company to provide Managed Services.

The network spanned across multiple sites in WA's Wheatbelt region including Northam, Toodyay and Narrogin.

The IT company needed proven experience in Health and supporting Best Practice with the level of service and trust so that staff and stakeholders could have confidence in the transition from inhouse to outsourced IT Support.



Wheatbelt Health Network is a not-for-profit organisation that provides multidisciplinary primary care services across the Wheatbelt. The Network is a key regional player in delivering health care services with the super clinic in Northam being the organisation's headquarters.



SOLUTION

Qbit was given the opportunity to submit a proposal and work closely with the current IT Manager to understand the network infrastructure, key software applications, unique challenges and future direction of the network.

Meeting with key stakeholders on numerous occasions in Northam and undertaking an audit allowed Qbit to gather all the right information and build trust and confidence in our approach to submit a proposal.

Qbit would assign a dedicated account manager and support team that understood key medical applications such as *Best Practice* and with experience supporting the health industry. Qbit was awarded the contract and part of the reason was because of our approach to ensure a smooth transition for over 60 staff.

Qbit provided all the staff with an introductory welcome pack designed to assist with the procedure required to get support and assistance, as well as links to online videos, hints and tips. Qbit had a team onsite that provided morning tea on the day we took over to ensure the staff trusted the new structure and level of service and response.

Wheatbelt Health now have Qbit as their outsourced IT Department with a team of over 30 engineers. The range of different skills, certifications and specialisations provides exceptional service, support as well as strategic advice to stakeholders.

