

Case Study



Help when it is needed most

Women's Legal Service QLD

For not-for-profit origination Women's Legal Service Queensland, reliable and cost-efficient IT systems are vital in their efforts to provide essential support to women in the community.

The Challenge

Women's Legal Service (WLS) is a specialist community centre providing free legal and social work help to females who live in Queensland. When faced with the challenge of quickly finding a new IT provider who would support their desire for efficient and future aligned IT systems, they turned to TechPath.

Jess Lydiard, Fundraising Coordinator said, 'Our current IT provider was going out of business and we needed to transition all services in very short notice with no downtime during operating hours.'

While the current provider was supporting the organisation well, WLS was seeking a more aligned technology approach that could support their team, manage compliance and security, and reduce IT related costs.

The Solution

TechPath conducted a full Business and Technology Alignment and built a new IT strategy that would provide significant efficiency gains while reducing costs across IT, internet, and telephony. The solution was developed in consultation with WLS staff, understanding the different programs and business functions to create and support a flexible and efficient IT environment.

'TechPath didn't throw every piece of new technology at us, but instead those most relevant for improving our processes and rectifying pain points,' Jessica said.

A Managed IT agreement was put in place to support the day to day technology requirements. WLS also undertook a cloud transformation, moving out of a remote desktop environment to SharePoint and Azure. IT security was reviewed and updated, and telephony was moved to TechPath's Cloud PBX allowing call centre staff to see real-time data on the calls queue and respond immediately to influxes on demand.

The Outcome

TechPath seamlessly onboarded WLS within the short time-frame with minimal disruption to the team. They are now experiencing reliable IT systems, reduced costs, and a prompt and professional escalation point for internal IT staff, with issues much easier to pinpoint and rectify. Fixed monthly costs allow for more accurate budgeting and planning and moving to a fully cloud based solution has simplified operations and improved performance.

'TechPath were selected for their honest and up-front manner – there has never been a hard-sell, but instead an attitude of continuous improvement with an awareness of the limited resources of our organisation as a non-profit.'

When asked if she had any advice for other companies looking to change Managed Service provider Jessica said, 'Change is scary – especially when it relates to new technology, but the benefits in long term efficiency and sustainability make it worth it.'

She added, 'TechPath has been instrumental in setting Women's Legal Service up for success into the future. When we first moved to TechPath the team established short, medium, and long-term goals. We have progressively followed through on these goals and are now at a point where our IT systems are at the cutting edge – providing security and sustainability into the future.'

1300 033 300

sales@techpath.com.au

www.techpath.com.au



TechPath