

CASE STUDY

When IT and empathy collide

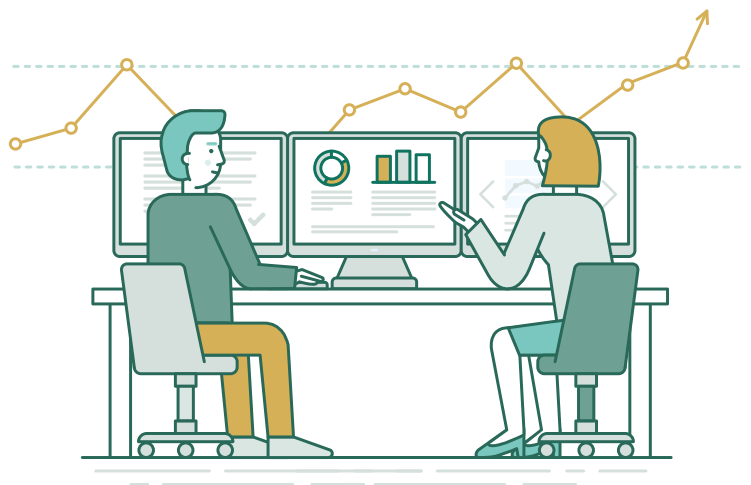
How the Australian Child Foundation found the right technology partner to achieve major growth goals

Techware



The Australian Child Foundation (ACF) is a not-for-profit organisation dedicated to protecting and supporting children to heal from the trauma of abuse and violence.

Established in 1986, the ACF has staff and volunteers spread across the country providing valuable support to communities and, specifically, Australian children.



With significant growth plans, the not for profit needed a proactive partner to provide the guidance and technology needed to take ACF into the future.

Keen to find an IT specialist who fit the bill ACF CEO Joe Tucci consulted with several partner agencies before inviting two businesses to tender.

An innate empathy for the NFP space

Techware were recommended to Joe and were one of the three parties to tender for the work supporting ACF. According to Joe, the care and understanding David Sia, CEO at Techware, and his team showed during the tender process made them a clear stand out.

It was this empathy, along with the experience and explanation of how Techware would work with ACF, that led to Techware being appointed to support Joe and his team.

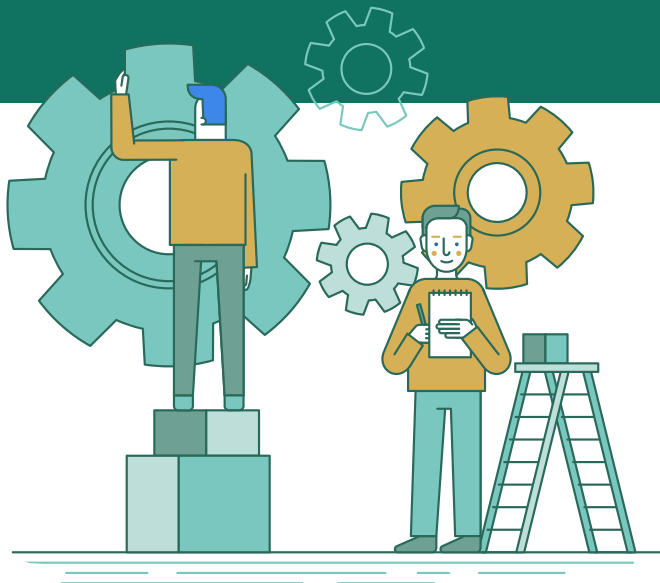
Despite this assurance, Joe and his team still felt some trepidation on the matter. However, this concern was quickly alleviated when the partnership began. According to Joe, Techware were highly responsive, proactive, and provided excellent reporting around engagement, risks, and issues identified.

“Techware gave us confidence they were a well-oiled machine. One of our previous frustrations had been around ticket response times and interim fixes, we grilled Techware on this and David said all the things we needed to hear.” notes Joe.



“David showed a clear empathy to the NFP space. He demonstrated that he understood the risks to our organisation. He was able to clearly articulate how ACF would have effective contact management, something that had previously been lacking with the incumbent provider, through multiple points of contact.” says Joe.

A seamless handover with immediate improvements and long-term benefits



Under the direction of David, the handover from the previous provider to Techware was seamless. Almost immediately Joe could see the benefits of partnering with Techware. The processes and systems put in place to engage staff and track their support were a vast improvement for ACF.

Techware also took the time to understand ACF's overarching goals and plans for growth.

“ David and the team came in, completed a thorough analysis of IT maturity before mapping out a three-year blueprint aligned to our growth plans. They outlined where they could take us and how, all the time showing consideration for our regional staff structure, ” says Joe.

“ Tenders now require us to meet the Australian Cyber Security Centre's Essential Eight framework. Techware bought us up to speed with this to ensure we meet the standards required. Beyond that, given privacy is obviously a major concern in our field, as CEO I want peace of mind that we have done all we can to prevent breaches, reduce threats and avoid system disabling viruses. With Techware I definitely have that peace of mind, ” says Joe.

In the following years, Techware stayed true to the roadmap and have successfully migrated ACF to the cloud, decommissioned servers, introduced a flexible software licensing structure, strengthened security, and enabled ACF to scale with ease.

While ACF has been growing, security requirements have also intensified, specifically around the protection of sensitive and personal data.

The Techware team have also built a great rapport with the broader ACF team. Something Joe attributes to the Techware team's calmness and their ability to talk to staff in a considerate, non-technical manner.

Enabling growth, adapting to change, and improving employee satisfaction

Since the appointment of Techware, the ACF have achieved their growth goals, increasing staff from 80 to 200. Joe notes that scaling has been easy with Techware on board.

“ I used to constantly worry about our IT. It’s a really important component of our organisation because we have isolated staff, and we need everyone to be able to connect and communicate securely. These days I don’t worry about IT at all, I trust the Techware team, and I know that it is all in hand, ” says Joe.

In addition to easy scaling Joe believes Techware have helped improve productivity thanks to the speed at which staff are using and accessing information and documents. As a result of the new systems, ACF have also seen a reduction in travel (pre-COVID) thanks to being able to do so much more remotely and securely.

A staff survey completed before and after Techware’s appointment also revealed the IT, which had been identified as a major frustration, no longer warranted a mention, it simply is not an issue anymore.



“ Really, I do not see Techware as just an MSP, they are our business partner. As a result of their recommendations and actions, we have been able to continue to build a national approach. We have a new, national HR team that we couldn’t have had on the old infrastructure. Techware have become a pivotal cog in ACF’s success, ” adds Joe.

Plans for the future

Looking ahead, ACF and Techware have plans to build on the successful foundations already laid. The original three-year roadmap has continued to be developed as the ACF continue to mature digitally.

“ The next step for us is to achieve greater integration of our software and extend staff usage across other features and functions we haven’t yet unlocked. We will be relying on Techware to lead us and help us optimise the systems and tools we have, ” says Joe.



Words of Advice

For anyone facing similar frustrations to those felt by Joe four years ago, his advice is simple, find a partner who you can trust and who takes the time to understand your organisation.

“ Ultimately, change doesn’t happen overnight. You need a partner who will develop a plan specific to your organisation and then implement what they said they would. That is what Techware have done, and they have done it with a level of care and thoughtfulness that is not easy to find in an IT partner. Honestly, they’re just good, really good, at what they do” ” concludes Joe.