

Community
Health
Service



Inspiro and Techware

Techware

CASE STUDY

Supporting the community through technical expertise and common values

Inspiro is a local, non-profit community health service that provides dental and allied health services for the Yarra Ranges in Melbourne's outer east.

Established in 1995 as Ranges Community Health, the organisation has worked side by side with the local community to provide friendly and holistic health services, inspiring as many people as possible to identify and achieve their personal health goals.

Looking to implement a functional and remote-work ready IT system for their growing health organisation, Inspiro required a partner to stabilise their IT infrastructure and create a fully remote, fully functional and predictable cloud environment. To do this, connectivity, performance, and support were key.

Inspiro began a tender process to migrate their on-premises environment to the cloud.

After going to tender, Inspiro believed that Techware had put forward the best business

case – one that was built upon shared values and a deep understanding of the healthcare and NFP sectors. Today, Inspiro General Manager of Finance & Corporate Services, Frank Beniquista, believes their relationship is only growing stronger, and sees a bright future ahead for everybody at Inspiro and the local Yarra Ranges community.



Creating a people-first solution

Working with an unstable IT infrastructure, Inspiro experienced significant setbacks and functionality issues at the user level. From day to day, the IT environment would behave and react differently, making it increasingly difficult for users to maintain their productivity.

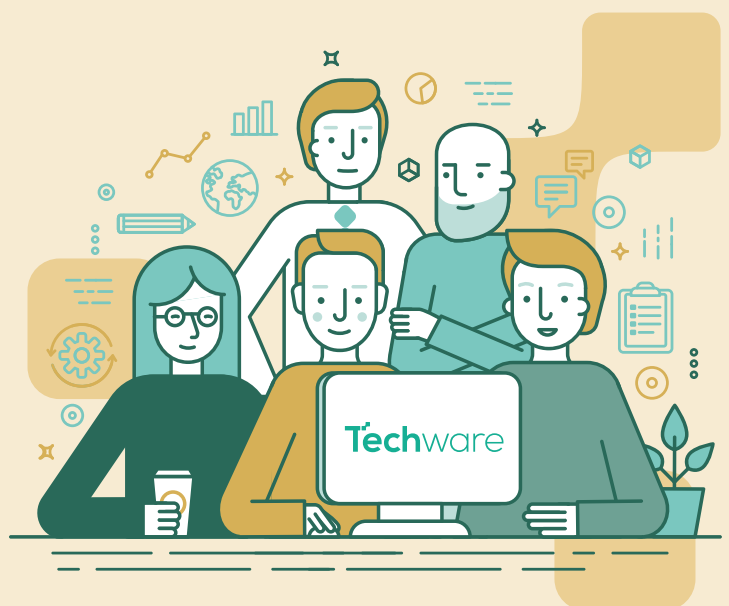
Wanting to establish a fast, reliable and modern system the users could feel comfortable with moving forward, Inspiro were focused on three key pillars:

- Clients
- People
- Community

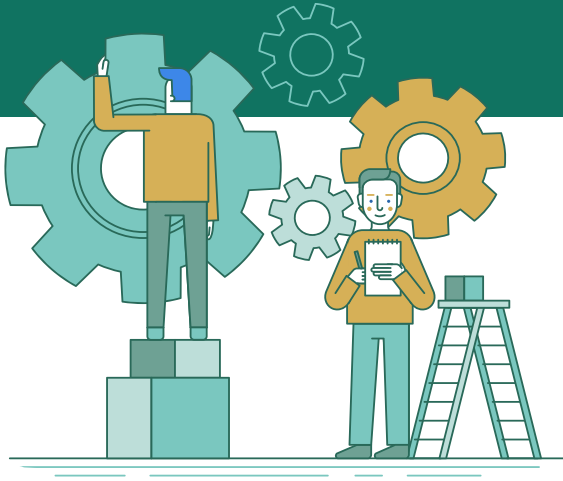
These three areas had to be at the heart of any decisions made, with any IT configuration being built to better serve the people within the organisation, and the community they're a part of.

Sharing these same principles, Inspiro knew that Techware could not only provide the technical skills they were searching for, but also the interpersonal connection and ongoing support that they needed to achieve this vital goal. Whether it was booking time sensitive meetings, effectively implementing changes as the project advanced, or general communication from the Techware team, Frank couldn't fault Techware's project management.

“**Techware understood our business and were ready to come on the journey with us. Having a partner like that – one who's happy to listen and open to honest communication – that's exactly who we needed to help implement real change,**” explains Frank.



Taking small steps on the journey towards a big solution



Looking to better utilise Inspiro's existing system, Techware set about creating and deploying the new configuration for their cloud environment. This initially included stabilising their system through some small configuration changes to reduce the amount of pain for users as the long term project continued.

This approach paid off, as users were able to access a functional IT environment as the longer term cloud migration occurred. Techware was then able to make essential changes to suit the current needs of Inspiro, and during the process, deployed a reliable cloud infrastructure built upon Microsoft Azure, Microsoft 365, OneDrive and Always On VPN.

With this stabilised system, Techware further streamlined and strengthened Inspiro's cloud configurations, allowing them to access their clinical network via Azure cloud, and not their fixed office link. This mobile setup allows Inspiro to connect to essential department approved medical software from anywhere, including their Trakcare and Titanium solutions.

“ Techware’s configurations and project management have made everything much easier from a communications and connectivity point of view. No matter where you are, all you need is your login details and you’re good to go. This simplicity has been great for user confidence and has allowed us to really focus on our work. ”

Frank Beniquista
General Manager - Finance & Corporate Services, Inspiro

“ The transition to OneDrive has been great for our team efficiency. We were so used to working within separate folders which has some drawbacks. After taking some time to get used to this new system, this centralised file repository has now been fully embraced by our staff. ”

Frank Beniquista
General Manager - Finance & Corporate Services, Inspiro

A stable system that lets users work confidently and remotely

Since bringing Techware on board, Inspiro has seen vast improvements in their connectivity and performance, with significantly less tickets logged, fewer support calls made, and a generally greater comfort level amongst end users. These outcomes have been further amplified by a 100% positive feedback response rate from Inspiro staff.

“ From an operational point of view, our staff feel better than ever working on our IT network. This is all thanks to Techware. They’ve offered great insights, amazing technical support, and even provided an in-person support member to ensure the transition is as painless as possible, ” notes Frank.

In addition to this culture change towards greater confidence and increased self-reliance within their own systems, Inspiro are now pleased to have a near fully mobile environment that enables them to work from



anywhere at all times. This remote access is critical to helping a community that has in the past seen extreme weather events leave people cut off from accessible health care.

“ From a KPI perspective, our main goal was to ensure that all users could access our IT environment from anywhere. With our new cloud systems, simplified VPN access, and centralised OneDrive, this is all now a reality, ” says Frank.



Plans for the future

As Inspiro and Techware move forward together, Frank notes key areas where they want to grow, including:

- Improved intranet
- Teams governance
- Cloud telephone system
- Enhanced security protocols
- Universal repository for documents using SharePoint
- Robust VPN
- Overall boost to organisational efficiency



In order to advance these changes and get more and more staff on board, Techware will also be running extensive multi-week workshops to help staff understand the positive impact that these changes will have on their IT environment.

And while these changes will take time and lots of hands-on experience to get right, Frank believes there's no better partner than Techware to help Inspiro get it done.

“ Techware has provided us with a comprehensive roadmap for our future IT systems. Whether it be taking on the work themselves, recommending third party providers, or managing ongoing projects in their entirety, we're excited to hear their ideas and keep working with the team at Techware, ” explains Frank.



Words of Advice

For other healthcare providers facing the same issues as Inspiro, Frank believes that finding the right solution should not only be based on technical expertise, but also a relationship with shared values, something that Techware fully understands.

“ From our point of view at Inspiro, the relationship is the most important thing. We've overcome our technical issues, and it's great our discussions no longer revolve around that, so we can focus on communication and how we can better serve our community, ” concludes Frank.