Customer Story

Digital transformation strengthens communication, enables remote working and supports collaboration.

365 ARCHITECHS

Established thirty years ago, this membership association is at the centre of a community of artists and storytellers in Queensland. Celebrating a diverse and vibrant society, it provides information and advice to more than 10,000 members across it's Australia-wide network.

Existing Systems

Technology was never a strength of this organisation. As a small not-for-profit, funding was never available to implement the sorts of systems typically found in corporate businesses. In fact, most computers were donated, patched, a held together with pieces of string.

Cybersecurity systems were non-existent, backups never tested and there was no technology plan for the future.

Not applications talked to each other – everything was silos of information.

And of course, paper was everywhere!

An old, out-dated and occasionally failing file server held every important record for the organisation, without any level of redundancy. This organisation was at real risk of losing vital data at this single point of failure.

Challenge

The team knew that their IT systems were poor, but believed that good systems were simply too expensive for them to afford.

The biggest challenge for this organisation, was that they didn't know what was available in terms of NFP discounted software and services, or how inexpensive cloud-computing environments can be.

Approach

365 Architechs recognised that all organisations deserve good technology systems to support their businesses. At the time, this organisation wasn't in a financial position to be able to pay for services, so they were offered for free until circumstances allowed for fees to be charged.

A proposal was developed where all software for file storage, email, collaboration, planning, videoconferencing and office applications were provided at no cost.

Technology

Microsoft 365 provides a cloud platform inclusive of personal cloud storage, corporate document management, collaboration, shared task management, project notes, enterprise-grade email and productivity applications. Approved not-for-profit organisations receive an initial donation of licence subscriptions, with up to a 70% discount for additional users.

All applications may be accessed from any internet-connected device, such as a Windows or Mac desktop computer, laptop or notebook, as well as mobile devices such as tablets and smartphones.

The solution incorporates strong cybersecurity systems, including:

Anti-malware
Powerful defences operate against viruses, trojans, worms, ransomware, spam and other cyber-attacks.

Email Protection
Advanced threat protection operates to quarantine emails that contain unsafe links or attachments.

Multi-factor Authentication
Passwords are simply no longer effective without multi-factor authentication to keep user accounts safe.

Solution

To support the organisation, setup of the system including migrations of files and emails were provided without fee. This enabled the business a level of redundancy, failover and support that they weren't able to achieve with on-premise infrastructure.

Benefits

Even a very small charity with almost no funding was able to put in place a secure, resilient technology system to support their team members in delivering services to their members.

The key benefits to the organisation of the deployment of Microsoft 365 and migration of all technology to the cloud include:

Risk Management
Systems are automatically backed up, supported by redundant servers, power, and cooling.

Cybersecurity
Strong defences are in place to protect the reputation and information assets of the organisation.

Cloud Computing
With all information and applications now in the cloud, users can access systems from anywhere, any time.

What happened next?

Approximately nine months after engagement, 365 Architechs were notified that the financial position of the organisation had improved, and that they would now like to engage on a paid annual contract.

This contract covers end-user helpdesk support, as well as training, implementation of new software features, technology planning advice and the on-going deployment of more and more sophisticated cyber defences.

About 365 Architechs
Specialists in digital transformation, artificial intelligence and cybersecurity, 365 Architechs provide consulting and project management services to small businesses, corporates and non-for-profit organisations globally. As a Microsoft Gold-certified partner, 365 Architechs have the expertise, experience and support to deliver solutions that provide value across cloud, mobile and social environments.