365 Architechs

Not-for-Profit
Capability Statement

September 2020

365 ARCHITECHS

Microsoft Partner

Microsoft

Gold DevOps
Gold Data Platform
Gold Data Analytics
Gold Windows and Devices
Silver Small and Midmarket Cloud Solutions
Silver Collaboration and Content
Silver Application Development
Silver Cloud Platform

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365 Architechs
Company Statement

Specialists in digital transformation, artificial intelligence and cybersecurity, 365 Architechs have provided consulting and project management services to many charities and not-for-profit organisations throughout Australia for the past 8 years.

With a demonstrated history of successful and ongoing Microsoft 365 and Dynamics 365 implementations, 365 Architechs has an acute level of knowledge and aptitude in CRM and ERP solutions.

As a Microsoft Gold-certified partner, 365 Architechs have the expertise, experience and support to deliver solutions that provide value across fundraising, impact reporting, client management, donor management, finance, case management and human resource systems.

Many of our team members have held previous roles in charities such as Anglicare, UnitingCare and the Scouts Association.

Our team is also closely engaged with the sector through regular conference presentations on governance, risk and ethics in the sector, as well as being involved with committees and working groups of the corporate and charities regulators.

365 Architechs understand the complexities and challenges of the sector, and the unique opportunities to improve outcomes and impact for the communities we are privileged to be able to work with.

"We have worked with 365 Architechs for a number of years now and have greatly appreciated their expertise in the area of Cloud computing and hands on capability and advice.

As an organisation we have transitioned from hosting on premises based IT infrastructure to Microsoft Cloud based tenancies that includes Exchange Online, Teams, OneDrive, the full Microsoft Office suite as well as a data lake set up in Azure.

This has come about in the context of a large merger with another organisation, and naturally enough there were many "moving parts" to consider. Tim and his team of experts have greatly assisted in this transition, and I would recommend them without any hesitations."

– Jim Gordon, IT Manager
Deaf Services Australia

Not-for-profit organisations have been the subject of considerable disruption over the past decade.

With a backdrop of a new charities regulator, shifts away from block funding, for-profit competition, royal commissions, casualisation of the workforce, natural disasters and escalating demand for services, sustainable service delivery is increasingly a complex and uncertain undertaking for many for-purpose organisations today.

The sector has generally responded well to these challenges, building resilience and agility into their processes and models of care. Technology has played its part, with many embarking on a digital transformation to engage with their clients, empower their teams, optimise their operations and continuously innovate their services.

365 Architechs are proud to have worked with so many of these organisations over the years, providing technology solutions to enable a single source of truth for client records, secure systems for storing confidential and sensitive information, protecting the rights of some of the most vulnerable people in our communities and bringing emerging technologies such as artificial intelligence, robotic process automation and predictive analytics to help improve outcomes for clients.

Example Projects

365 Architechs have worked together with so many fantastic organisations, helping to raise awareness, make a difference, and truly change lives for the better.

Our capabilities and experience are wide and varied, and include:

- Indigenous communities
- Families
- Children
- Housing and homelessness
- Social justice
- Disability
- Mental health
- Ageing
- Religious institutions
- Recreation and arts
- Membership organisations

The following pages present some examples of the work we do, the challenges faced and the final outcomes for individuals and communities.

Indigenous Communities

Customer Problem

A legacy database of client records and cases was overdue for replacement by this organisation providing legal services to indigenous communities throughout the state.

Multiple copies of the database had led to inconsistencies in data and poor user training and support resulted in significant data quality issues. Reporting was poor and the government funding model was in the process of change.

The Challenge

Budgetary constraints, timeframe to develop a solution and limited technical understanding were issues throughout the project.

During development, reporting requirements from governance changed regularly.

Inconsistencies in database schema from the disparate legacy databases made data migration challenging.

365 Architechs Solution

A new legal matters management solution was developed using Microsoft Dynamics 365.

15 years of records from 24 service locations, 240,000 customers and 1.5 million cases were migrated.

Government agency reporting was generated by Azure Data Factory connected to an Azure SQL data warehouse with Azure Automation.

The Outcome

A centralised, single cloud database was delivered for all client records. Previously, users only had access to client information stored on their local servers, which led to large numbers of duplicate records.

Reporting to government used to be a time-consuming, error-prone process which is now streamlined and easy for users.

Families

Customer Problem

When the government announced changes to the way In Home Care Support would be funded and overseen, our client required a cloud-based application for managing and assisting service providers quickly.

No existing systems were available at the time, so a custom developed database application was necessary to accurately capture information and assign tasks and activities to team members.

The Challenge

Less than 60 days were available to understand requirements, design and build a solution, perform testing and train users.

As was a new government program, where details for requirements were changing throughout project implementation.

Shifting goal posts together with a tight timeframe required a flexible and highly-iterative approach to development.

365 Architechs Solution

A Dynamics 365 database solution was developed, with many custom fields and custom database entities together with a complex set of relationships for family units and a variety of family units.

Web portals provided educators, service providers and families with an ability to interact directly with their records in a highly secure manner to streamline processes and reduce manual data entry.

The Outcome

On-time delivery of a complex solution across multiple states ensured that service delivery was uninterrupted for families and the organisations they worked with.

Significant efficiencies were introduced to automate processes to ultimately improve team productivity and organisational profitability.

Children

Customer Problem

A new charity required a cloud-based IT system for managing their documents, messages and appointments.

Access to information was required remotely as well as in the small office.

Although this organisation was just in the process of being established, cybersecurity and data privacy concerns were high, given the nature of personally-identifiable information stored within the system.

The Challenge

This was a very small organisation, with only two staff, no budget and very limited IT skills.

No existing IT infrastructure was in place.

365 Architechs Solution

365 Architechs were pleased to provide services to this brand new charity on a pro bono basis. We regularly look for very small charities that are unable to afford the systems they need to effectively deliver their services.

The Microsoft 365 solution including Exchange Online, SharePoint Online, OneDrive for Business and Skype for Business were implemented together with on-going support.

The Outcome

The new charity's entire business is now run from the Microsoft 365 cloud.

Users are able to perform their roles from any connected device in any location.

Strong systems are now in place to address requirements for file storage, messages, appointments and video-conferences, all within an enterprise cloud service.

Housing and Homelessness

Customer Problem

Many small charities don't have expertise in selecting, implementing or managing technology solutions.

This organisation required assistance with moving from essentially paper-based systems to digital solutions to support their activities of operating a transitional housing program for people being released from prison.

The Challenge

The entire workforce for this organisation is comprised solely of volunteers.

Very low levels of expertise or experience existed which required a considerable amount of effort to be spent on helping users to adopt new systems.

365 Architechs Solution

A Microsoft 365 cloud solution was implemented to address core requirements of email, file storage and calendaring.

This was extended with a custom application being developed on the SharePoint Online platform.

End user training was delivered in Outlook and OneNote to support the move from paper to electronic records.

The Outcome

A single, centralised cloud solution was implemented for this small charity to streamline their operations, improve their resiliency and allow them to be more agile as their strategies change.

Social Justice

Customer Problem

Following a risk review of existing applications, a legacy database was required to be upgraded to a modern technology platform for this large, well-known charity delivering services to hundreds of thousands of Australians.

The Challenge

The user base for this application was thousands of elderly volunteers with a huge variety in technology literacy.

Hundreds of service locations with millions of records created an extensive data migration challenge that was compounded by failing technology and incomplete records with significant data quality issues.

365 Architechs Solution

Microsoft Dynamics 365 was selected as the most appropriate technology for solving this problem, even though the tender specifically requested a different technology to be implemented.

Extensive customisation to integrate Google Earth maps and complex entity relationships were delivered alongside Azure Data Factory, Azure Functions and Power BI to deliver functionality outside the scope of the Dynamics apps.

The Outcome

Significant improvements in data quality with simple mobile apps for users resulted in a dramatic reduction in time-consuming processes allowing users to focus more on delivering services to clients.

The cloud-based modern applications provided a roadmap for a slow and steady transition from manual paper records to live processing into a real-time system from any device at the point of service delivery.

Disability

Customer Problem

An educator provider for children with primary learning disorders required assistance in moving application to the cloud and implementing new systems to address new business requirements.

The Challenge

Immature business processes together with low levels of technology literacy meant that this organisation had failed to keep up with advancements in technology for many years.

Business process engineering activities were required together with significant assistance in envisioning how technology could save time, reduce risk and improve service delivery for this organisation.

365 Architechs Solution

Considerable support, advice and guidance were provided to assist with the digital transformation for this organisation as the Microsoft 365 cloud platform was implemented.

A new document management solution, intranet and time sheeting application were implemented following a review of requirements and technology plan documentation.

The Outcome

The benefits of a cloud-based software-as-a-service architecture were quickly realised to provide secure and reliable remote access to systems and data for all users.

Modern solutions for human resource management and information sharing enabled teams to improve their engagement, communication and access to information.

Mental Health

Customer Problem

Paper notes from meetings, no remote access to information, and data being lost every time a person left the organisation were challenges faced by this organisation providing services in the mental health space.

No centralised storage of client information existed other than multiple spreadsheets, emails, documents and notes.

The Challenge

High turnover of staff with little experience in implementing new systems required significant change management and project management support to this organisation as they sought to embark upon their digital transformation.

365 Architechs Solution

A combination of Microsoft 365 and Dynamics 365 cloud platforms provided the basis of a comprehensive technology foundation for this organisation.

Reports to funders were developed with Power BI connected to the Common Database Service available from Dynamics 365. Strong cybersecurity protections were implemented to support sensitive information and data privacy requirements.

The Outcome

A single, connected, cloud database application was developed and deployed to streamline the data capture, processing and reporting requirements for this organisation.

Regular reporting of gradually increasing cybersecurity posture provided comfort to the executive and board that cyber risks were being well managed.

Ageing

Customer Problem

A residential aged care management solution integrated with an ERP accounting system for this group of 35 companies was required to being efficiency and improvements in reporting to this group of businesses.

The Challenge

A complex entity structure with advanced financial reporting requirements meant that existing accounting processes needed to adapt to support the growth of this organisational group.

The existing residential aged care software being used was based on multiple old, inconsistent, failing Access databases without an integration to a finance system.

365 Architechs Solution

A Dynamics 365 solution comprised of the CRM and ERP modules were implemented with significant customisation to support the specific requirements of residential aged care facilities, including property development, management and operations.

Complex revenue recognition models were developed, together with a recurring invoicing solution aligned to the *Retirement Villages Act*.

The Outcome

Significant improvements in reporting, automation of invoicing, streamlining of monthly journals and complex accounting consolidations and inter-company transactions resulted in advancements in productivity and efficiency for finance team members.

Religious Institutions

Customer Problem

A suite of custom applications was required for meetings and legal matters management for this religious group.

The Challenge

With over 160 legal entities, management had little visibility of legal matters facing the business and legal advice obtained.

As a large organisation, no technology was in place to support modern meetings.

365 Architechs Solution

Development and implementation of custom applications built with the Microsoft Power Platform inclusive of Power Apps connected to SharePoint Online as part of the Microsoft 365 cloud addressed the requirements for this organisation.

The Outcome

Streamlining and automation of meetings including management of agenda, papers, actions and decisions improved the work flow for all teams and departments.

The mobile solution for managing legal matters created visibility across the organisational group of all matters in progress and legal advice obtained, improving corporate governance and oversight.

Recreation and Arts

Customer Problem

Multiple contact lists in Excel and Outlook across the organisation with no shared customer relationship management solution created the opportunity to streamline business processes and create a single source of truth for contact records at this iconic performance venue in Queensland.

The Challenge

This organisation had a history of failed technology implementations and very immature processes with little process automation or consistency.

Many teams were skeptical about using technology and cultural challenges meant some teams were concerned about sharing information across the organisation.

365 Architechs Solution

Following an analysis of existing data points, an implementation of Microsoft Dynamics 365 to centralise contact management, sponsorships, fundraising and events achieved a single source of truth for corporate records within strong security and audit controls.

The Outcome

Microsoft Dynamics 365 provided a solid and central database for shared contact records that was extended to manage other key activities of the organisation which greatly improved visibility of information and reduced errors in contacting stakeholders.

The platform deployed created future opportunities to streamline reporting and robotic process automation when funding permits.

Membership Organisations

Customer Problem

A national organisation with in excess of 10,000 members were struggling with an out-of-date, complex member relationship management solution built on an unsupported version of Microsoft Dynamics.

The Challenge

Many past attempts at upgrading systems had failed so expectations were low of being able to fix the underlying problems in the data and architecture of the existing systems.

High staff turnover had meant that knowledge of existing systems were low and considerable costs had been expended without success.

365 Architechs Solution

Working with multiple vendors, 365 Architechs identified and fixed the issues and dependencies in the solution which had proved too difficult to resolve in the past.

Considerable training and rebuilding of the architecture resulted in a stable and easy future upgrade path.

The Outcome

Data quality issues have been resolved and the organisation is now able to respond faster to member requests.

This has opened the door for future development in utilising artificial intelligence, robotic process automation, machine learning and predictive analytics to bring data to life and improve decision-making across the organisation.

Customer Story

St Vincent de Paul Society Queensland

A just and compassionate society is the type of world that St Vincent de Paul Society Queensland (Vinnies) would like to see. Their teams and volunteers work tirelessly to achieve this through programs delivering significant impact to children, homeless people, refugees, migrants, financially disadvantaged and other vulnerable people in our communities.
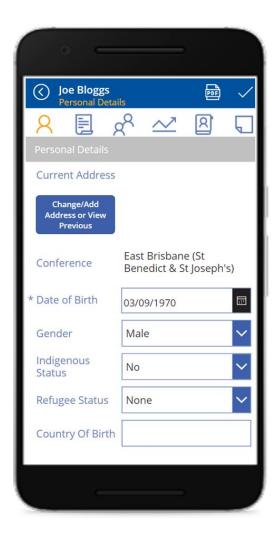
365 Architechs are proud to have been working with Vinnies to deliver many technology projects over the years including case management, reporting and data analytics, call centre operations, data auditing, domestic violence, disabilities and more based on the Microsoft Cloud Framework inclusive of Azure, Dynamics 365 and Microsoft 365.

Central to these applications is the custom-developed application called CARE, which stands for Compassion, Advocacy, Respect and Empathy.

CARE is a database application that provides a single record for client and case management with integration to NDIS and DEX government reporting systems. It manages the workflow from requests for assistance, through allocation of resources and recording of service delivery and client outcomes.

CARE has proved a critical application for ensuring support is provided to those who need it most, and was recently updated to support service delivery with remote and social distancing as COVID-19 significantly affected service delivery models at a time where demand for services increased dramatically.

Director Profile

Tim Timchur

B Bus GradDipACG CPM nCSE
FCPA FIML FAMI FCIS FGIA GAICD

As the Managing director of 365 Architechs, a qualified accountant, cybersecurity professional and governance and risk management expert, Tim Timchur has extensive involvement and expertise in a range of Microsoft Dynamics Solutions including CRM and ERP.

Tim is a board member and finance, audit and risk committee member of the Governance Institute of Australia. He also chairs the QLD Business Committee of CPA Australia, is a member of the ESG National Centre of Excellence and representative at the ASIC Regulatory Liaison.

Tim is also a member of the Standards Australia IT-043 Committee on Artificial Intelligence.

A regular conference presenter, Tim was a panelist at a Better Boards Conference discussing whether or not the ACNC had met its aims, and a panelist on an Australian Institute of Credit Managers Conference discussing Ethics and Trust.

Areas of Expertise

Financial Reporting

Governance and Risk Management

Management Accounting

Data Analytics

Project and Cost Management

Cybersecurity and Data Privacy

Information Management

Cloud Computing

Robotic Process Automation

Artificial Intelligence

Qualifications/Certifications

Fellow Certified Practicing Accountant

Bachelor of Business (Accounting) QUT

Graduate Diploma in Applied Corporate Governance

MBA (in progress)

Charted Secretary

Certified Practicing Marketer

Certified nShield Systems Engineer

Member of the Australian Information Security Association

Fellow of the Royal Institute of Chartered Secretaries and Administrators

Fellow of the Australian Marketing Institute

Fellow of the Governance Institute of Australia

Graduate Member of the Australian Institute of Company Directors

Partner with us

We understand that business productivity is not just about software applications, it is a business competency that requires a strategic approach to fuel alignment of resources and achievement of organisational goals.

Our expertise in building resilient, engaged teams is powered by technology.

Our approach encompasses a strong commitment to privacy, transparency and reassurance.

Partnering with Microsoft means we have a steadfast relationship with the global leader in productivity and cloud systems.

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