

# Customer Case Studies

## Telstra Calling For Office 365





## Customer Profile

Every business has technology needs that are constantly changing and difficult to manage. equigroup those hardware worries away with fully configurable Technology Fleet Management solutions. In fact, equigroup will take care of everything - from planning and procurement, through to the environmental disposal of your assets.

Using cloud-based software TheAssetAdvantage™, equigroup provide customers with complete visibility and management across all of all technology assets, 24/7. Whether you are a large multi-national company, a growing business, a government department, or a hospital, equigroup can ensure that you get the right solution for your specific needs.

## Previous Infrastructure & Business Need

With over 80 users, equigroup had an outdated phone system at their head offices in Sydney.

The equigroup IT team had received proposals to the value of \$80k to \$90k from various vendors to replace their ageing PABX. The management team wanted to move users to Microsoft Teams, modernize the workplace and enable collaboration across the various business units.

equigroup had several ISDN/PSTN lines that needed to be migrated to the new system to retain numbers. equigroup had made the decision to modernize the workplace by removing the reliance on physical handsets and migrating users across to a softphone/headset environment.

## The Solution

Microsoft's Office 365 Enterprise E3, Microsoft Teams along with Telstra Calling for Office 365 ticked all the boxes. Digital Armour (DA) was chosen as equigroup's technology partner due to the expertise showcased in Microsoft Office 365, Microsoft Teams and the Telstra Calling solution. All 96 users were migrated with no loss of information and zero downtime. Numbers were migrated from the old ISDN technology to the Telstra Calling system. Users were moved to Microsoft Skype For Business with training and onboarding managed by both teams.

The equigroup team chose to use SharePoint for collaboration and document sharing and management.



## Business Benefits

Overall efficiency increased within equigroup with the use of Office 365 and the Telstra Calling platform. A fully managed centralised phone system meant that the internal IT team could save over \$20,000 per annum in ongoing support costs. Sharing and updating of information and documents across locations is easy with Microsoft Skype For Business and SharePoint. All employees have access to Skype For Business to enable ease of collaboration. The flexibility of cloud based PABX has allowed equigroup to keep costs in check, allowing to plan for growth while giving them a world class solution.



## Client Profile

NPS MedicineWise was established in 1998 as the National Prescribing Service (NPS) Limited. Through two decades of continuous national leadership and services provided in the health sector, NPS MedicineWise remains committed to supporting quality use of medicines to improve health decisions and health and economic outcomes in Australia.

NPS MedicineWise' mission is to enable people to make and act on the best decisions about medicines, medical tests, health technologies and other options for better health and economic outcomes

## Previous Infrastructure & Business Need

With over 200 users, NPS MedicineWise had outdated and disparate phone systems across multiple sites in Australia.

The NPS MedicineWise management team also had a deadline for migrating away from the old ISDN technology. They had received proposals from various vendors to replace the ageing PABX with on-premise options that were not suitable. The critical call centre solution that supports high volumes of inbound calls was outdated and in need of significant improvement.

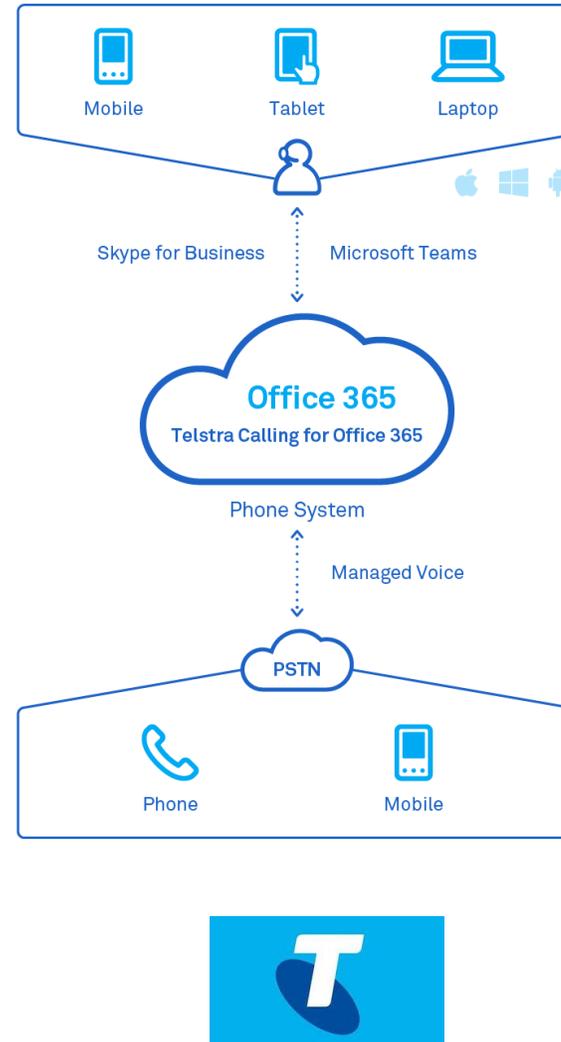
## The Solution

After evaluation of a number of options Telstra Calling for Office 365 was chosen to be implemented across all locations. Digital Armour (DA) was chosen as NPS MedicineWise's implementation partner due to the expertise showcased in Microsoft and Telstra Calling space. All 200 users were migrated with zero downtime.

Numbers were migrated from the old ISDN technology to the Telstra Calling system. Users were moved across to the new system with training and onboarding managed by both teams.

The NPS MedicineWise team chose to use Skype For Business temporarily and SharePoint for collaboration and document sharing and management.

We are now working with the NPS team on a way forward with the adoption and rollout of Microsoft Teams to help improve business processes



## Business Benefits

With the use of Office 365 and the Telstra Calling platform NPS MedicineWise have a stable environment that can be managed from one central management portal.

The IT team have saved a significant amount per annum in ongoing support costs.

Sharing and updating of information and documents across locations is easy with SharePoint.

DA are currently working with the NPS management team to transition users to Microsoft Teams to improve productivity and to enable better collaboration between teams.