



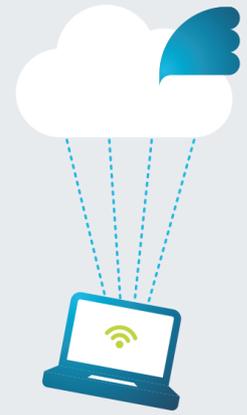
## Case Study: Linc Energy

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# ENERGY PRODUCER INCREASES AVAILABILITY & REDUCES COSTS WITH MICROSOFT CLOUD

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Interview with Greg Raymond, IT Solutions Manager, Linc Energy – SGX: T16



***“Insync started to help us with other things and were getting more involved.***

***We found their approach to be really fresh – they take a different approach and always go the extra mile.”***

***– Greg Raymond, IT Solutions Manager***

## ▶ The business background

Linc Energy, an SGX listed diversified energy producer and Australian success story, has progressively grown its internal ICT infrastructure from modest beginnings.

Starting with a Microsoft Small Business Server, it has grown its ICT mainly with internal assets, a managed services partner to manage internal infrastructure, and internal Linc Energy staff managed vendor and procurement relationships. This had run its course – it was time to upgrade and professionalise the internal ICT infrastructure as the business was taken public.

## ▶ Technology as an enabler

Linc Energy view technology as an enabler – allowing them to improve user experience whilst achieving the broader goals of the company. With the advent of Office 365, Linc Energy saw an opportunity to leverage a public cloud based offering to minimise risk of their internal infrastructure failing. Their current internal ICT infrastructure was ageing, so the new strategy was to move workloads like email and collaboration to Office 365 – so they looked to external providers to consult, design and implement Office 365 in their organization.

Linc Energy had engaged Insync Technology prior where they deployed a global unified communications platform for all of their offices with Microsoft Lync (now Skype for Business) – and had a good grasp of their approach to technology projects and working with their existing managed services partner. Greg Raymond, IT Solutions Manager said:

Linc Energy identified the following challenges for their project, and were keen to understand how Insync would assist them with:

- An internal ICT knowledge deficit
- Risk management given the business was publicly listed
- Meeting the business requirements of a global company in different regulatory areas

“The initial engagement where we asked them to do a review was very good. Insync’s technical expertise gave me peace of mind - they were very hands-on which meant I was learning at the same time.”

### ▶ Protection and security measures with the G20 Summit

After some early issues with their on-premises Exchange server, the Office 365 migration was soon underway where Linc Energy took a staggered approach. However, Greg soon realised that they need to change the scope and move faster with the impending G20 Summit in Brisbane.

Linc Energy’s HQ was solidly inside the G20 Security cordon, and access to the office was difficult and at times not available. The business saw this as a risk – not only could they not access servers and infrastructure at critical times, but the visibility of the G20 summit and security implications meant that they needed to accelerate their migration to offsite or public cloud offerings. Greg said:

***“We needed to suddenly change the scope and set up a plan in Brisbane in case the city went dark during the G20 – we went from staggering the move to suddenly speeding up the migration in a short space of time. We didn’t want a repeat of the floods where we lost email. Insync took this in their stride and were able to quickly set up a workaround to this risk.”***

### ▶ End-user benefits to Linc Energy

Insync worked with Linc Energy to migrate over 300 active mailboxes to Office 365, including identity and authentication data. Users are now seamlessly signed into Office 365 using Active Directory Federation Services and this is likely to be moved to Microsoft Azure datacentres to maximise resiliency.

Not only has Linc Energy **lowered their cost of delivering IT to the business**, but has **improved uptime and supportability** knowing that they have a knowledgeable and accessible partner to lean on. Greg remarked:

***“From where we were a couple of years ago with having email sat on expensive infrastructure to where we are now is fantastic. We’re more secure, we’ve got away from all the backups, and we can now email and access files from anywhere”.***

### ▶ The future

Linc Energy is looking to grow their investment in Office 365 by moving their internal SharePoint infrastructure to SharePoint Online, and deploying Project Online throughout the business.

## Top tips for companies moving to the cloud

### Greg recommends:

*“If your organization is embarking on a similar journey to ours, make sure that you have a good understanding of all of your business processes and test them to see how they will work in the cloud.*

*And if you’re looking for a partner who will go the extra mile for you, and will treat you like a valued customer rather than one of many, then talk to Insync Technology. They provide clear and concise documentation with clear deliverables that you have the confidence that they will deliver – as they always do what they say they will.”*

Moving forward, Linc Energy continues to engage with Insync Technology to deliver their global ICT footprint based on Microsoft infrastructure.

## CONTACT

T: 1300 652 207

E: [info@insynctechology.com.au](mailto:info@insynctechology.com.au)

[www.insynctechology.com.au](http://www.insynctechology.com.au)