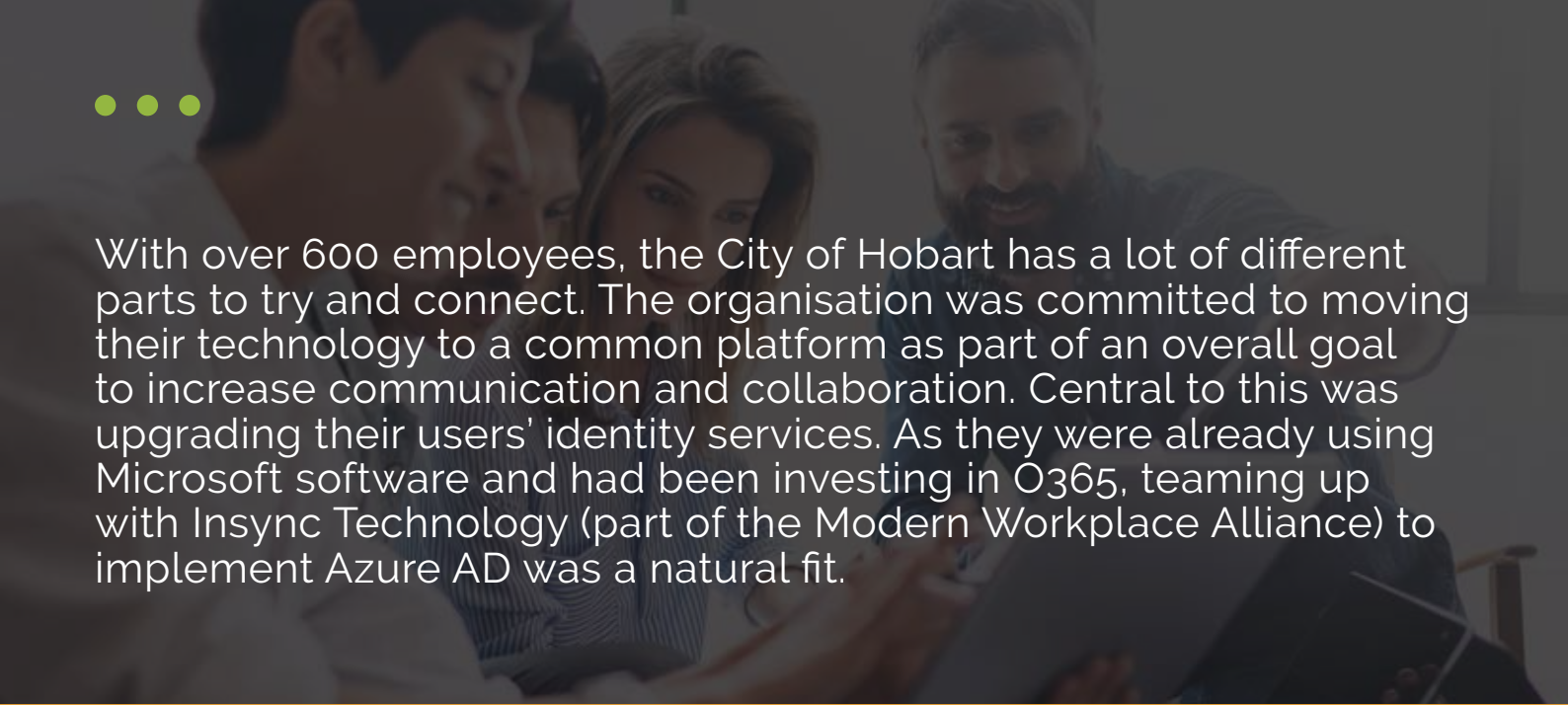



# Technology integration a boost for local government

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- The City of Hobart set out on an ambitious project to modernise their workplace and foster greater collaboration and communication.
- Working with Insync Technology, they were able to identify and implement the technology tools that could best support this overall strategic goal.
- The project will deliver a raft of benefits including increased team productivity, greater network security, improved user experience, and cost savings.





With over 600 employees, the City of Hobart has a lot of different parts to try and connect. The organisation was committed to moving their technology to a common platform as part of an overall goal to increase communication and collaboration. Central to this was upgrading their users' identity services. As they were already using Microsoft software and had been investing in O365, teaming up with Insync Technology (part of the Modern Workplace Alliance) to implement Azure AD was a natural fit.

## OBJECTIVE:

### Integrate technology to improve collaboration mindset

With an ambitious and visionary mind set, the City of Hobart knew that it needed to modernise its workplace. They were seeking integration across email and document sharing and wanted to allow staff to work remotely from any location.

Central to this desire to provide capacity for greater flexibility among staff was an awareness of security. It was important to the organisation that they implement identity services that provided single sign-on and greater security for users. Protecting users, data and devices was paramount. And this level of security had to cross over to mobile device management. *"We'd been a pretty standard workplace in terms of the ICT side of*

*things and how we engage in technology,"* said Stefan Hattrell, Systems Administrator, City of Hobart. *"It was all desktop based including email and file sharing via the old-fashioned way on a server. There was a high level of recognition that we needed to modernise to allow our staff to be more collaborative."*

The City had already engaged successfully with the Modern Workplace Alliance to implement Microsoft Office 365 and Peter Carr, Director of City Innovation and Technology observed how effective that relationship had been at bringing everyone on board and fostering a sense of genuine collaboration.

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We used a hub and spoke, or beehive model, where teams beget teams. It was that kind of natural collaboration that had always existed but hadn't been turned on. The Modern Workplace Alliance really helped us because they had the right specialist for the right part of the organisation.

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**Peter Carr**, City of Hobart  
Director City Innovation and Technology

## SOLUTION:

### Ideal tech partner leads with best practice and experience

The City had an old school, on premise solution. They wanted to take advantage of the cloud but had concerns about resourcing and managing this. Due to the previous experience of working with Modern Workplace Alliance, the organisation knew the alliance could deliver on both the technical and the business side of their needs.

*"We considered a couple of other parties," recalls Stefan Hattrell, Systems Administrator, City of Hobart. "It went out to a tender. What we were really keen to see from the different submissions was that they had a technical understanding of the requirements, but more importantly an understanding of how the business wanted to use the new capabilities and platforms to change the way we collaborated."*

Insync Technology proffered these specific attributes in their submission. Principal Consultant, Michael Barton ran workshops with the City to discover exactly what they needed and how they needed to do it – focusing on solving the problem and finding the best solution. Core to the relationship was Insync's other values of straight talk, going the extra mile and being open and honest.

*"Insync Technology was an ideal partner," said Stefan Hattrell. "They've helped many organisations implement the same thing. It was critical that we get this right from the outset because it forms the building blocks of your whole collaboration platform going forward."*

Azure AD was a perfect match for what the organisation was after. It could give staff conditional access (a set of rules before you can access company data), and multi-factor authentication on the phone and if accessing on a Desktop, PC, laptop or mobile.

Similarly, Intune could meet their needs when it came to a mobile management device solution. With more and more people using company-owned devices that were personally enabled, the organisation was losing track of how to manage this effectively.

*"Everyone has a smartphone and we had no controls in place around security for these devices," said Stefan Hattrell. "We needed to increase security and set up a structure to manage mobile devices and applications – it was a big part of our strategic direction. We needed to enable our workers to work from anywhere and on any device, but we need to manage that."*

“

We wanted someone to help us, to recommend how to set this up and implement best practice around structure and security. We definitely got that through this partnership. We got a really solid sense from Insync Technology that this was the right direction to go with strategically.

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**Stefan Hattrell**, City of Hobart  
Systems Administrator

## OUTCOME AND BENEFITS

The City of Hobart has noted a considerable raft of benefits that will flow from this project all of which have boosted their goal to modernise their workplace and encourage a greater culture of collaboration:

### Empowered and productive employees

Staff can work confidently from anywhere without management feeling they are out of touch or out of control. *"As people become more and more engaged in using devices it gives us a lot more ability to automate, coordinate and roll out apps and settings."*



### Improved user experience

Both internal and end users are getting a better experience. Employees can support users in a more holistic way rather than being reactive to issues arising from on premise problems. *"When users want an app or need to do a particular action it can be done seamlessly through one central management interface."*



### Maximise ICT team

Central management interface and automated processes will free up time in the ICT team. They'll be able to be proactive rather than reactive. *"We don't have to be ingrained in the micromanagement of these devices,"* said Stefan Hattrell. *"Previously it would have taken hours to update – we'd have to set up the phone, apple ID, apps. Setting up 10 devices would take ages – now it can be done in just a few minutes."*



### Greater security and reliability

Cloud accessibility means the technology is 'always on'. Conditional access means the network is secure. Only real employees have access which leads to healthy identity security and healthy devices.



### Better insights and visibility

The organisation will have much clearer visibility into what people are using mobile devices for, including better control over corporate information and better control over what is on those devices.





This is a major change program for the organisation and our goals of modernising our workplace. We are helping people get to a new normal and focus on a new way of working. We want people to take responsibility for what they do with it, and we will continue to work with and support them.



**Peter Carr**, City of Hobart  
Director City Innovation and Technology



## The future is all about teams

The City of Hobart is embracing a culture of collaboration and are currently rolling out the next phases of this big picture project including Teams and SharePoint. They continue to value the relationship with Insync Technology.

*"Their attention to detail is outstanding. We've been really happy with the project methodology – great communication on how the project is tracking and updates on achieving key milestones,"* said Stefan Hattrell.

## Words of Advice

Aligning technology with business and strategic goals and finding a tech partner who can support that alignment is key to a successful project.

*"We could have gone any number of ways,"* observed Stefan Hattrell. *"But one of the big deciding factors was that it had to align with where we were going with Microsoft collaboration tools. Consolidating everything into one platform has a lot of benefits. Make sure you partner with a team like Insync – you need someone on your side who is highly competent, professional and a great communicator."*



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