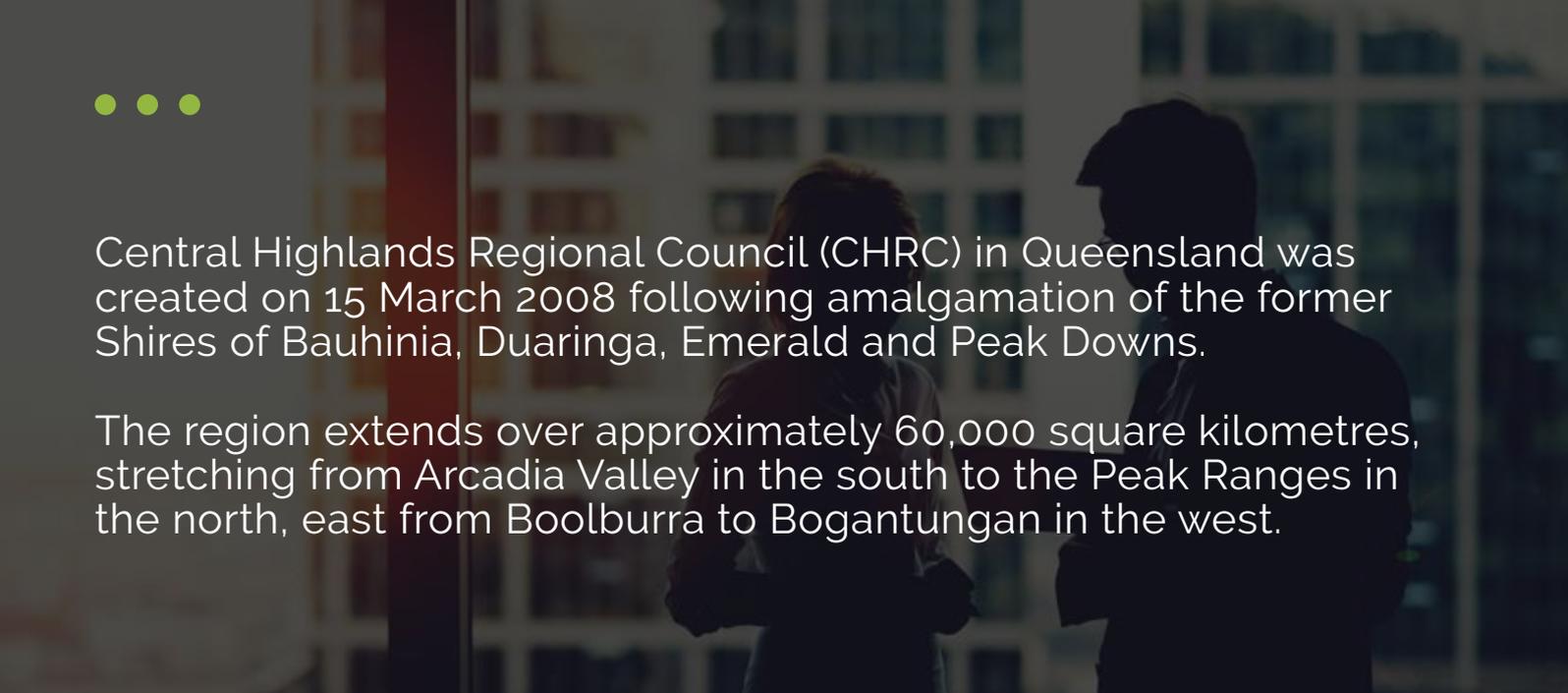


Boosting collaboration in local government





Central Highlands Regional Council (CHRC) in Queensland was created on 15 March 2008 following amalgamation of the former Shires of Bauhinia, Duaringa, Emerald and Peak Downs.

The region extends over approximately 60,000 square kilometres, stretching from Arcadia Valley in the south to the Peak Ranges in the north, east from Boolburra to Bogantungan in the west.

OBJECTIVE:

Bring people together to do more with Surface Hub

Central Highlands Regional Council (CHRC) is a large regional council that administers in excess of \$1.1 billion in assets, including nine library branches, six aquatic centres and seven customer service centres.

They maintain 4632 km of roads and numerous parks and gardens, including the impressive botanical gardens in Emerald, the linear parkland in Capella and the Japanese Gardens in Blackwater.

Due to the large area they cover, they have five satellite offices, the closest being 45 minutes away and the furthest two and a half hours away.

Following an upgrade to Skype for Business and Office 365, that allowed their teams to regularly hold 'virtual' meetings, and communicate and collaborate remotely on documents. They knew that they were only at the start of their journey.

Traditional videoconferencing solutions were very limited, cumbersome and confusing – necessitating the help of their small IT team (a team of just five personnel servicing over 500 staff), which meant that there was no guarantee that someone was available to assist with videoconferencing when needed.

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Having a great partner in Insync Technology coming on board for the deployment, took away a lot of the fear around implementation.

Aaron Jurd, Central Highlands Regional Council
Manager Information Services

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SOLUTION:

Ideal tech partner finds a streamlined solution

Finding the right business to partner with, and to help find a streamlined solution that would reduce travel time for meetings, and by doing so, boost efficiency, productivity and safety, was of paramount importance to them.

The council had previously worked with Insync Technology – who was partnered with Telstra and had great recommendations from other councils, like Moreton Bay Regional Council – on their Skype for Business and Office 365 transition. Partnering with them again was the logical choice.

OUTCOME AND BENEFITS

The decision was made to implement and deploy Microsoft Surface Hubs, which had just been released in Australia.

Insync Technology worked with the Council, in conjunction with Telstra to ensure the foundations in terms of connectivity and infrastructure were in place to access resources required for any Council meeting.

The rollout also included an extensive adoption and training program – this was paramount to ensure the Surface Hubs were used as part of the Council's processes, rather than traditional videoconferencing.

For Council, the deployment wasn't about just accentuating and improving on the original, but rather providing new dynamic options that made their use compelling and exciting.

Far from having to continuously tell people how to use the Surface Hubs, they are now able to walk into a room and easily work with the technology with little to no assistance.

The Microsoft Surface Hubs have given council the ability to easily share data, collaborate and communicate visually in real-time, using a single easy to use system. It's not only saving time and money, but also keeping their people connected and safe.



We've now got a user-friendly tool that is really changing the way our people work throughout the region. The journey to the cloud with this system is pretty straight forward and undaunting now.

Aaron Jurd, Central Highlands Regional Council
Manager Information Services



Seamless adoption

Insync Technology fulfilled the role of a true business partner and not only implemented the rollover, but also worked with the Council to ensure adoption was seamless and well received.

As part of the solution that Insync Technology provided, the Council now benefits from Unified Communications, a Call Centre and a Future Proof Solution.

One of the greatest successes however, was in the improvement regarding how Council staff now embrace and connect with new technology. It's the benchmark for new technology projects, in a good way!

Words of Advice

"If you know the solution will bring results, don't get bogged down in the consultation. Lead from the front and bring your organisation along the journey," says Aaron Judd.

"Trust your business partners - Having the right partner makes everything achievable."



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