

Modern workplace, modern future through collaboration

- CareSuper's existing CISCO voice-conferencing and voice systems were inadequate for a modern workplace approach. They didn't easily allow for collaboration outside each office.
- Skype for Business was implemented to turn existing video conferencing spaces into collaboration spaces with the installation of Microsoft Surface Hub devices.
- The introduction of a more collaborative working style has led to a more inclusive organisation with people in other offices feeling more part of the company.



CareSuper is Australia's largest industry superannuation fund for people in professional, managerial, administrative and service occupations. The company has over 130 staff across offices in Melbourne, Sydney, Brisbane, and Canberra.

OBJECTIVE:

Replace existing video-conferencing and voice systems

The business needed to replace their existing, isolated CISCO video-conferencing and voice systems with technology to integrate fully with a Microsoft Office 365 Modern Workplace approach.

The existing CISCO video-conferencing and voice systems didn't easily allow for collaboration beyond point to point across the business. CareSuper needed connectivity across meeting rooms and sites as well as external connectivity and use by remote workers.

It also had issues in connectivity which led to frustrating delays starting meetings. The new technology solution needed to be 'one-click' and work seamlessly.

CareSuper also wished to promote more inclusivity among employees, by making changes to the way people worked. They wanted to increase ease of collaboration especially across offices and with remote workers.

The opening of an additional floor of offices in Sydney was the impetus needed to seek a new solution.

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I am a new Manager at CareSuper. Insync Technology needed to understand what my vision was and what I was looking for. I was instantly impressed by their level of expertise and knowledge.

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Nigel Doodt, CareSuper
IT Manager

SOLUTION:

Skype for Business

Insync Technology met with CareSuper to assess their environment and workshop the needs of the business – in particular their existing style of meetings, how board rooms and huddle rooms were currently used and which tools the staff needed. The process clarified CareSuper IT Manager Nigel Doodt's vision of their modern workplace strategy, how that mapped to their current offering and how they could lay the foundations for future growth.

"We'd invested a lot of money and needed to know we were taking the right path. Insync put us in the right direction. They gave us comfort and as we rolled out, the benefits of what the technology could bring to us really came to the forefront," said Nigel Doodt.

The solution was to utilise Skype for Business in a 3-phase project. A pilot was carried out, rolling out on a new floor in the Melbourne offices and then countrywide.

Existing video conferencing spaces were turned into collaboration spaces with the installation of Microsoft Surface Hub devices. This gave an interactive 2-way whiteboarding solution with built-in video conferencing facilities using Skype for Business.

In the initial phase, the CISCO video-conferencing system was integrated with Skype for Business using Polycom technology to allow staff to retain a familiar platform.

RealConnex was also used to bridge with external systems so the investment team could connect easily with international clients.

Insync helped bridge the gap between the old and the new. This combination of technology succeeded in providing a unified communication environment on all fronts.

In March 2018 the technology was rolled out to CareSuper's new state-of-the-art office in Sydney. Over the following months the rest of the organisation was migrated off the CISCO environment to fully embrace Skype for Business.

Managing the change was an important part of the process. The company already had a culture of working together and a default stance of positivity. This was strengthened through dedicated training in the new technology.



OUTCOME AND BENEFITS

The introduction of a more collaborative working style has been transformative for CareSuper. It has led to a more inclusive organisation with people in other offices feeling more part of the company.

More support for mobile and remote users

being able to join in meetings has made everyone seen and feel included. *"We have weekly state meetings where staff across Australia join in. Now it is visual, everyone is seen. This is really powerful – there's more smiles, more interaction and everyone feels included."*



Increased ease of on-boarding new staff

using Skype for Business to help make training interactive, and explaining forms and documents via video-conferencing. *"We use Skype for Business to help train people and make training interactive rather than explaining forms at the end of a phone line"*



Building a strategy for the future

Insync were always there to help CareSuper get the most of value out of their Microsoft Office 365 and to support the overall IT Strategy towards a modern workplace. *"When you rollout Skype for Business there's a lot to think about. Insync's knowledge of Skype for Business is outstanding – there were an excellent partner for us. Consulting in the solution from hardware and software views was very important and Insync were amazing here."*



Workplace efficiencies

new technologies in the workplace has meant less time wasted on systems that sometimes failed. With collaboration now just a click away, meetings and one-to-one sessions are quicker and easier to carry out, with no need to book meeting



Integrated and coordinated IT infrastructure

now a seamless technology experience. *"Today our team tell us this is transformative – we've embedded Skype for Business as a core part of our business which is really exciting."*





In any engagement it's all about a relationship – Insync Technology is a partner. You partner together in a journey. It's not just about putting in technology and moving on. It's an ongoing relationship and it is absolutely important.

Nigel Doodt, CareSuper
IT Manager



Moving ahead with modern work practices

CareSuper is moving ahead with their adoption of modern work practices. *"Skype for Business is driving the adoption of Microsoft Office 365 across the organisation and OneDrive will replace mapped networked drives to store documents,"* shared Nigel Doodt.

Moving to a new office in Melbourne later in the year has also given CareSuper the chance to refocus. Meeting rooms will be redesigned around collaboration and new technology like the Surface Hub 2 is being investigated.

Insync Technology is helping CareSuper with the next piece of the puzzle – reducing their reliance on internal phones. The next phase is to implement a software unified communications platform driven by Skype for Business.

To ensure systems are optimal, secure and ongoing for the users CareSuper has since retained Insync on a managed service contract.

Words of Advice

1. Assess your environment and current situation and make sure you're ready for the adoption phase of the rollout.
2. Planning is critical. There is a large amount of preparation work needed to roll out such a large project.
3. Make sure the organisation is tooled up. It's not just about the hardware and software, but smaller things as well. As an example, each employee needed noise cancelling headphones as well as audio and video capable devices.



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