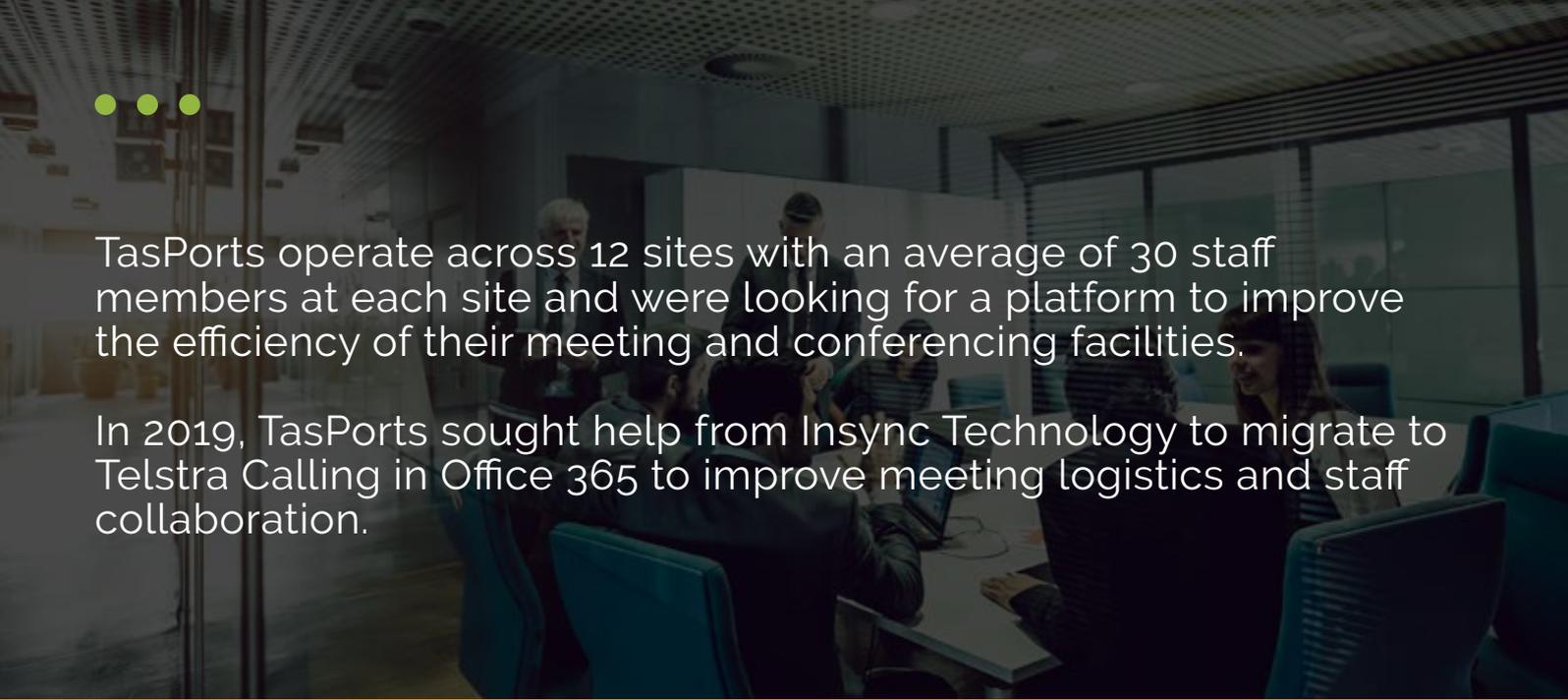


TasPorts see increase in collaboration and productivity following migration to Telstra Calling with Office 365

- TasPorts operate across 12 sites with an average of 30 staff members at each site and were looking for a platform to improve the efficiency of their meeting and conferencing facilities.
- TasPorts were an early adopter of Telstra Calling in Australia. Whilst there were some questions around network and integration, the team knew that Insync Technology's recommendation was the best fit for them.
- The migration to Telstra Calling with Office 365 led by Insync Technology resulted in several business improvements. Most notably the staff collaboration has increased dramatically since implementation with staff spending less time travelling





TasPorts operate across 12 sites with an average of 30 staff members at each site and were looking for a platform to improve the efficiency of their meeting and conferencing facilities.

In 2019, TasPorts sought help from Insync Technology to migrate to Telstra Calling in Office 365 to improve meeting logistics and staff collaboration.

OBJECTIVE:

Modernise the TasPorts telephony and conferencing facilities

TasPorts were previously using restrictive conferencing facilities which offered limited capacity for meeting attendees. To be able to attend any video conferencing, staff had to be in the onsite meeting rooms. Mark Vosper, IT Manager recognised the limitations of the incumbent system and sought advice from Insync Technology, specifically with a view to:

1. Increase collaboration across all TasPorts sites (6 major sites, 12 in total)
2. Increase information sharing and content sharing across 300 staff and managers spread across Tasmania and interstate
3. Increase meeting and conferencing capacity, with the previous system limited to 4 – 8 participants only
4. Make better use of the existing platforms (Microsoft) and integrate across business practice

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The decision was logical as the solution Insync offered meant we were able to continue using the existing technology and extend its useful life. The solution therefore allowed the team to deploy the changes over time with limited impact on the end-user. Staff already had familiarity with the assets and systems and so there wasn't a huge change.

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Mark Vosper TasPorts
IT Manager

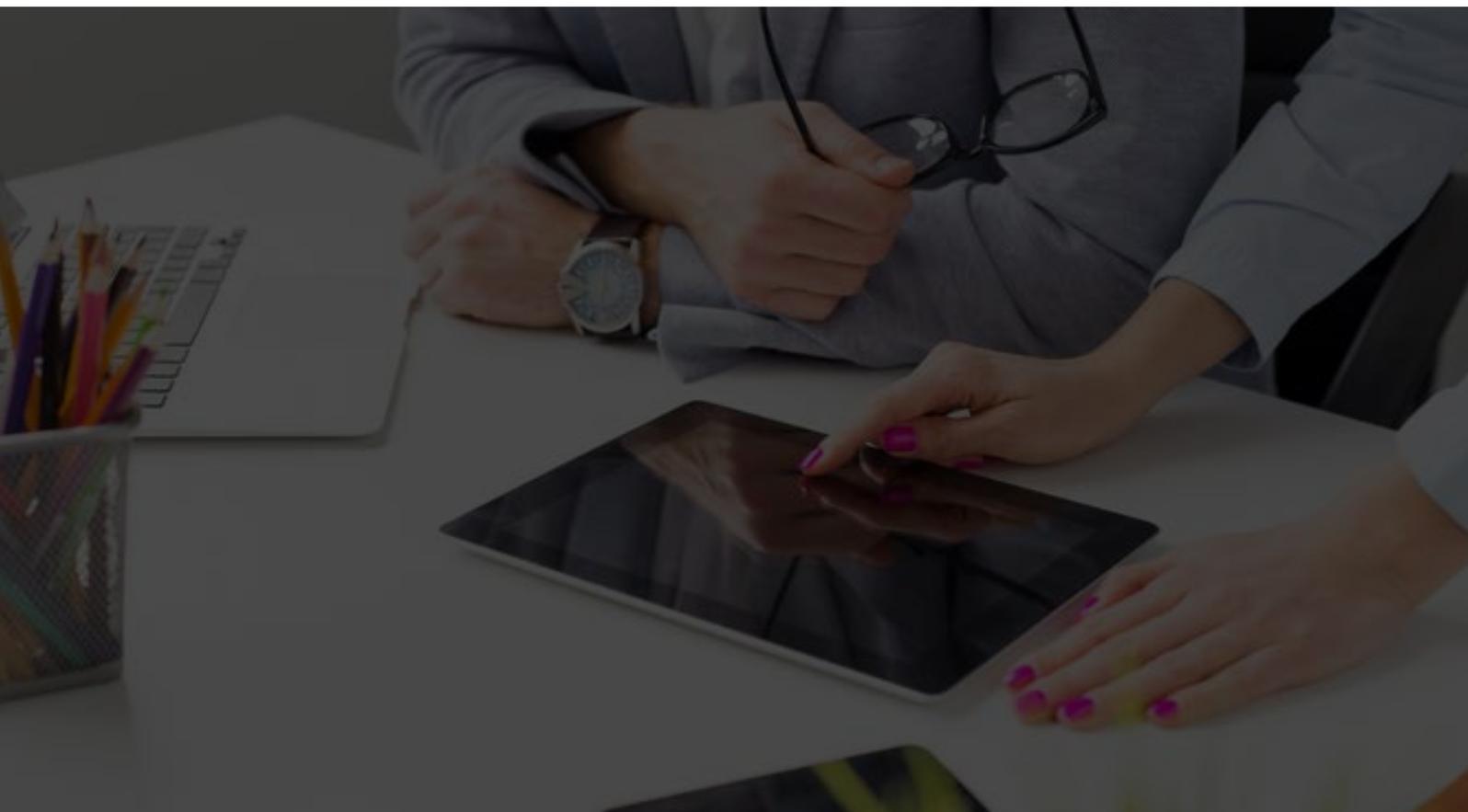
Insync guided and supported TasPorts in transitioning from on-premise telephony systems to a flexible, cloud-based solution

TasPorts already held relationships and licenses with Microsoft and Telstra, both of which they were heavily invested in. To move away from these platforms would have meant a much bigger transformation than was necessary. Insync Technology proposed nurturing and furthering these relationships by migrating to Telstra Calling in Microsoft Office 365.

"The decision was logical as the solution Insync offered meant we were able to continue using the existing technology and extend its useful life. The solution therefore allowed the team to deploy the changes over time with limited impact on the end-user. Staff already had familiarity with the assets and systems and so there wasn't a huge change." Mark says.

TasPorts were an early adopter of Telstra Calling in Australia and the first to implement the system in Tasmania. Whilst there were some questions around network and integration, Insync Technology's superior expertise in the subject meant that TasPorts knew that Insync Technology's recommendation was the best fit for them.

"For us, we wanted the consistency of platforms and so this made sense. We didn't want to change our technology stack, rather we wanted to leverage it to enable us to work smarter. We needed help in identifying and bridging a technology gap with a solution that would help us now and in the future as our business needs evolve. Insync Technology was able to offer us that," says Mark.





Significant increase in collaboration, productivity and other benefits

The migration to Telstra Calling with Office 365 led by Insync Technology resulted in several business improvements. Most notably staff spend less time travelling and can join meetings from anywhere, including their desk, via a phone, tablet or laptop. This not only saves time but also the cost of travel.

Mark reports a significant improvement in staff collaboration, which has increased the productivity of meetings.

"TasPorts staff have commented that the new technology has improved collaboration with their teams and colleagues. Meetings are more productive, content rich and has reduced the need to travel."

The technology has also been successfully trialed at one of TasPorts regional sites which has limited telecommunications capability. When implemented the solution will greatly improve communication channels allowing staff at the remote site to interact and collaborate with their peers at another level.

Other benefits of the modernised telephony include:

- Increased access to connect and join meetings (from anywhere)
- Increased capacity for the number of meeting attendees (up to 200)
- Interest in learning and adopting additional Microsoft systems and tools as a result
- Consistent systems and process across the business
- New building opened with the system already implemented and ready to use
- Staff save time with reduced travel time for meetings
- Significant improvement in collaboration opportunities and interactive meetings

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The technical support from Insync has been great. They provided clear, honest answers and practical and informed assistance. The staff have a very good understanding of the technology and our business needs and this has been invaluable. Insync has a direct line to Telstra and Microsoft so are well positioned to take advantage of Microsoft developments. TasPorts has certainly benefited from this.

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Mark Vosper TasPorts
IT Manager



Plans for the future

Over the next 12 months staff will be introduced to additional Microsoft tools and how they integrate with Telstra Calling in Office 365. Specifically, the TasPorts team are exploring Microsoft Teams and video streaming and how they can best use this now that staff are embracing the implemented technology.

The next step is to set up and roll out Microsoft Teams to extend on the increased collaboration between staff, suppliers and partners.

"Microsoft Teams offers more opportunity for improvement and collaborative work across sites. We're looking beyond video conferencing now, focusing on financial management, document sharing, working in real time together without physical and geographical barriers. Working together across 12 sites but with the same outcome as if we were all in one room," says Mark.

Words of Advice

Before seeking professional support, TasPorts took the time to listen to staff and clearly understand the needs of their team - and their organisation. Insync offered knowledge that meant TasPorts could leverage their existing technology stack to meet those requirements.

"Think about what you might want in the future as well to ensure you opt for a system that will grow and develop with your staff. Look at the strategy being presented and how it best fits with your plan," says Mark.



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