

MTA Queensland adopts Microsoft Teams as part of three-year digital transformation

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- Increased efficiency by leveraging instant calls, meetings, chat, and the native integration between departments in the business
 - Reduced meeting time and more productivity through both the ability to share and disseminate information.





MTA Queensland is the peak automotive industry body for Queensland, representing the interests of the Automotive industry.

MTA Queensland is committed to helping automotive businesses to be at their best and works to achieve that goal by providing businesses with the services, support, advice, and advocacy they need to make their organisations successful.

The MTA Queensland group operates Queensland's largest automotive training RTO, the MTA Institute, with **75 employees** and over **2000 students**, the institute develops industry skills and career pathways in both pre-and post-trade qualifications.

Wanted: A modern work environment that enabled their workforce to work anywhere.

In 2018, MTA Queensland began updating its IT infrastructure, which comprised of a three year strategic plan that leveraged technology to enable the organisation to become more nimble and agile.

During this transition MTA Queensland identified that the legacy communications platform was not aligned with the strategic roadmap which opted for a modern work environment that enabled their workforce to work anywhere, at any time with simplicity and consistency for staff, clients, and external parties alike.

Microsoft Office 365 and Azure were already a significant part of the initial stages of the MTAQ's digital transformation. However, MTA Queensland's current communication platform presented several limitations - poor meeting connections, inability to facilitate collaboration, and limited meeting capacity all of which deteriorated business efficiencies.

MTA Queensland launched a process to analyse various communication solutions and determine each of their ability to meet the evolving needs of the business. The senior IT leadership team determined that extending Microsoft Teams to incorporate telephony was the most effective method of achieving their business goals. The next step was to secure the right telecommunications partner to deliver voice traffic from their tenancy.



“After MTAQ identified that MS Teams could deliver the outcomes that MTAQ Group required, we worked to secure a technology partner that had both the credible domain expertise, but also a practical business sense that understood what we were aiming to achieve and bring value through experience to enhance the outcome overarching. Insync Technologies ticked all these boxes.”

**James Orr Chief, Technology Innovation Officer
MTA Queensland**

Working in collaboration with MTAQ, Insync identified the best processes and application to optimise MTAQ's experience for meetings, calls and conferencing. As with any new system, successful implementation lies fully in the willingness and ability of its users to adjust to the new technology and effectively apply the new working practices. Insync Technology worked closely with Project Manager, Lee Stevenson to ensure a smooth transition, as part of the process employees received ongoing change/adoption management material, training tools, and emails with Teams “tips and tricks.”





Key Outcomes

Teams has brought simplicity and continuity to the communications of the MTAQ group. It has enabled increased efficiency by leveraging instant calls, meetings, chat, and the native integration between departments in the business as well as realising an overall reduction in meeting time. SharePoint integration also helped increase productivity through both the ability to share and disseminate information

The implementation of Microsoft Teams calling has closed the gap and helped to consolidate MTAQ communications platform, supporting the ongoing growth and communications continuity goals.



Expertise and experience do not always go hand in hand, Insync's experience has informed the excellent service, support and project success for our group, they identified opportunities over and above our brief to increase the value derived from Teams which positively influenced the project outcomes.

James Orr Chief Technology Innovation Officer,
MTA Queensland





The future



MS Teams is an evolving platform, and we'll continue to lean on Insync to assist us in identifying new value for our people to leverage as both the technology and customer experience landscape evolves.

- **James Orr**, Chief Technology Innovation Officer, MTAQ



MTA Queensland is just one example of a customer **simplifying meeting experiences** for their staff and significantly **increasing productivity and efficiencies**– get in touch if you'd like to know more, or improve the collaboration and meeting experience for your staff!



Contact Us

HQ: L2 76 Skyring Terrace, Newstead, QLD

1300 652 207, 07 3040 3699

info@insynctechology.com.au