CASE STUDY

EKJP is a not-for-profit community development organisation owned in partnership by two well respected Aboriginal organisations, Wunan Foundation and KREAC. Established in 2013, EKJP is dedicated to delivering the Federal Government's Community Development Program (CDP) across the broader East Kimberley and Halls Creek/Tjurabalan Regions. The CDP program gives customers the knowledge and support to increase skill sets and gain employment, providing them with case management, Work for the Dole activities and Post Placement support.

"Area9 was a perfect choice having a background in working for not-for-profit organisations."

Angela McTaggart - Corporate Services Manager, EKJP.

Offering reliable, remote support

Being a remote organisation, EKJP's main IT issues revolve around regional connectivity and availability of skills. The network doesn't always run smoothly, with some of their locations being powered by satellite internet, a much more limited service than nbn, which is often interfered with during seasonal storms. Due to a list of limitations specific to EKJP and their location, it was essential for them to choose an IT support team that had the expertise to work with these conditions.

"Area9's services have definitely made our business operations run a lot smoother. They understand the distance between our sites, and they also understand that many of our staff are not going to be computer-literate and are able to guide all our staff through troubleshooting."

Sinead Wallis - Human Resources Coordinator – EKJP

Endless support with productive incident reporting

Outsourcing IT support is common in organisations who may have limited IT capacity. With companies putting their trust in IT providers, like Area9, to manage their technology, it is crucial for support teams to prove themselves reliable and responsive to ensure their clients are satisfied.

"Area9 responds immediately after lodging a request, with a service desk number, so our staff can easily call up and enquire about the status of their issue. If we have an urgent request they are extremely quick to respond"

Sinead Wallis - Human Resources Coordinator – EKJP

Through their ongoing relationship with EKJP, Area9 is responsible for proving a range of IT services, including:

- User &Desktop Support
- 3rd Party Software and Warranty requests
- Ordering and setting up new equipment
- Patch management and testing
- Microsoft MS365 support
- Active network support

At Area9, we are dedicated to making our customer's technology as seamless as possible. Our ISO 90001 certified service management system and extensive support team enables us to respond remotely to any service requests promptly and knowledgeably with committed response times.

"We have experienced a rapid growth period regarding staff in the last two years. With Area9's IT support, transitioning into a much bigger company has been a seamless venture, with a lot of the technology headaches that come with business growth alleviated with organised management from Area9."

Angela McTaggart - Corporate Services Manager, EKJP.

Area9's skillset spans across all areas of IT, leading to greater customer satisfaction and creating more opportunities to help our clients grow. Listening to our customers and understanding their pain points enables an excellent feedback process where we can constantly develop and improve the quality of our services.

Security at the forefront

Data security is fundamental to any company, especially EKJP, who are required to store sensitive customer data. Expert advice and support is required to sufficiently protect end-user environments.

"Area9 managing our IT has helped with EKJP's security significantly, ensuring all our computers are connected to our network. This means that if you don't have an EKJP login, you can't use any of our computers, full stop."

Angela McTaggart - Corporate Services Manager, EKJP.

Improving EKJP's security through systems, policies and practices have helped EKJP to prevent unauthorised access to their environment. At Area9, we have the skills to strengthen a company's cybersecurity posture, applying the right technology to help prevent cyber-attacks.

Security was a clear consideration when Area9 migrated EKJP to Office 365 in 2019. Trusting a company to take care of your business data and moving it to a new system can be a big decision. With no in-house IT team, EKJP were looking for a capable partner to migrate them from Citrix to Office 365 with minimal disruption to the business during the transition.

"Since migrating to Office 365 we have benefited significantly, resulting in way less issues as well as making it easier for us to work with Area9. It's been much easier for Area9 to check-in with our technology remotely, lowering our incident reports, allowing us to work much more seamlessly."

Angela McTaggart - Corporate Services Manager, EKJP.

About Area9

Deriving value from your information assets is the key to true digital transformation and business improvement. Talk to Area9 today to understand how to unleash the real potential of your prior and future technology investments.

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