Platinum
TECHNOLOGY

Empowering *Riverlink Disability Services* to help more Australians

This project exemplifies how the right MSP empowered a disability service to achieve its vision of helping thousands of Australians in need by using the right technology.

Background

In June 2022, Riverlink sought out Platinum Technology's assistance, dissatisfied with their then-MSP that managed their IT via a private cloud.

RIVERLINK

> We were looking for a technology partner that could understand our needs, be transparent in our current state and more importantly, assist us in closing out significant technology issues. Platinum did all of those and more. The Board & Management team feel we have a true technology partner in Platinum. They have been proactive in assisting us to deliver our purpose and mission.
>
> *Michael McKenzie, Riverlink, Chair of the Board*

Audit **Migration** **Maintain As A Service**

CHALLENGES ⌄

- Riverlink had a complex IT landscape with applications and data dispersed across multiple platforms and locations, leading to inefficiencies and security gaps.
- Riverlink struggled with slow service resolution times, insufficient remote employee support, and a lack of proactive IT maintenance.
- Risks were high due to the absence a security strategy and a reliance on a single Remote Desktop Server.
- Financial management was complicated by a billing structure that included per-ticket charges and multiple invoices, making it difficult to forecast costs.

SOLUTIONS ⌄

- Platinum Technology conducted a comprehensive audit, identifying ten critical risk areas, and transitioned Riverlink to Microsoft's public cloud.
- Platinum Technology implemented multi-factor authentication, VPN with SSO, a web access firewall, security systems, and 24x7 Security Operations Monitoring.
- IT support was enhanced through a local, responsive Service Desk, proactive monthly onsite visits, and the decommissioning of the all on-premise infrastructure.
- Invoicing was consolidated to simplify financial management.

BENEFITS

Enhanced IT redundancy, bolstered security, and improved customer experience.

› The transition to the public cloud allowed for scalability and better control over IT costs with a fixed monthly fee structure.

› Reduced operating costs, improved staff and customer satisfaction, and enabled a better understanding of IT assets.

› Provided a dispersed workforce access to critical company data and policies anytime, anywhere, on any device.

OUTCOMES

Innovation, Complexity, and Significance:

- Complex migrations and the implementation of critical security measures.
- The provision of education and guidance, helping Riverlink understand and leverage its IT systems.
- The creation of a robust, efficient IT environment that empowered Riverlink to serve Australians in need better.

ROI and Value for Money:

- Riverlink now only pays for the services and licenses they actively use, providing significant cost savings.
- Achieved a significant ROI through reduced operating costs and increased efficiency.
- Enhanced staff satisfaction and customer service, contributing to Riverlink's mission and growth.

Positive Customer Experience and Stakeholder Management

- Provided a positive customer experience by building a strong relationship with Riverlink and understanding their needs.
- Collaborated with partners and vendors, ensuring all stakeholders were managed effectively, fostering a sense of strong partnership and collaboration.

Timeliness, Agility, and Success of Deployment:

- Delivered on time and within budget.
- Platinum Technology swiftly responded to changing requirements, ensuring the project met Riverlink's evolving needs.
- Success was measured by Riverlink's satisfaction and their desire to maintain a long-term relationship.

The following includes some of the changes initiated by Platinum Technology as part of Riverlink's onboarding as a new MSP client:

> All applications (NAV, CIMS and email) and data migrated to Microsoft's public cloud, offering stability, scalability and enhanced accessibility.

> Improved redundancy.

> Improved security:

- Security bolstered with Microsoft Technologies
- Device Attack Surface Reduction Policies enabled
- Multi-factor authentication for email & all data
- VPN with SSO multi-factor authentication for NAV
- Web access firewall in front of CIMS
- Security on all end-user devices with 24x7 Security Ops Monitoring on all cloud services
- Data is now encrypted on all end-user devices
- Introduced of Australian-based geo-blocking
- Backups enabled on all data

> Access to a local responsive Service Desk with the expertise to resolve tickets on the spot.

> Monthly onsite IT visits – a proactive approach.

> Consolidated and simplified invoicing.

ABOUT

Riverlink Disability Services is a community based not-for-profit organisation in North Parramatta that works closely with people who have a disability, their carers and their families.They have a core team of 24 at the HO, supporting 105 mobile employees delivering essential disability services to Australians.

Platinum Technology specialises in Managed IT and Enterprise Consulting services for mid-market and large organisations. With deep technical expertise in Microsoft Solutions and extensive enterprise experience, they design, implement, secure and manage Microsoft Cloud Infrastructure solutions.