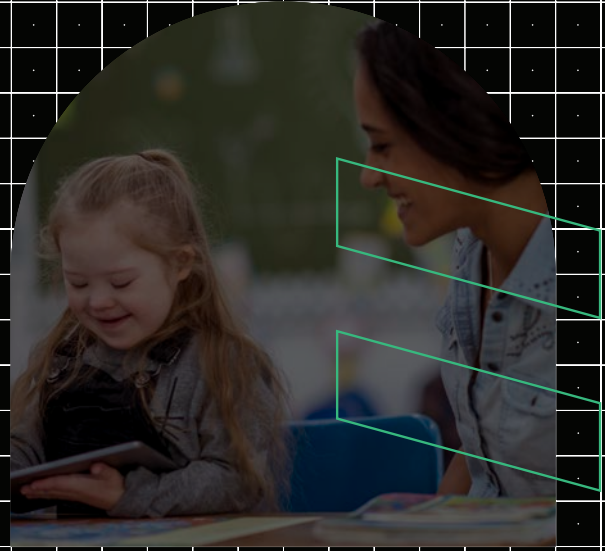


Cerebral Palsy Alliance's Digital Transformation

A not-for-profit organisation's digital transformation improves services for people living with disabilities



Just like any business, non-profit organisations are increasingly conscious of the need to engage with digital technology to compete in today's service driven and customer-centric environment. This is needed to help them run as efficiently as possible to deliver the highest care and support to their clients.



Cerebral Palsy Alliance is one such organisation that has embarked on a digital transformation journey, by 2020, to improve the services it provides for people and families living with cerebral palsy, autism, motor neuron disease and other complex neurological and physical disabilities. The non-profit turned to Nexon Asia Pacific (Nexon) to transform the performance of its operations, infrastructure, unified communications and network to support their journey.

"Our digital transformation strategy is about focusing on our clients as the centre of our business and providing the digital enablement, both internally and externally, to support our rapidly evolving services and client needs," said Dru von Drehnen, CIO of Cerebral Palsy Alliance.

Challenged by aging technology

Established in 1945, Cerebral Palsy Alliance provides a comprehensive range of neurological and physical services tailored to its client's needs.

Since then, Cerebral Palsy Alliance has undergone significant growth with the extension of its accommodation and respite centre's under its Group Homes project. Launched in March 2018, the project saw Cerebral Palsy Alliance integrate the

Department of Family and Community Services housing for people living with neurological and physical disabilities. The homes have been specially designed to enable clients to live independently, with as much support as required.

The Group Homes project has taken Cerebral Palsy Alliance's number of sites from 55 to over 100, supporting around 500 clients. In addition, the project introduced more than 560 new carers, support workers, team leaders and managers in just three months, increasing its number of full-time and casual employees to approximately 1,800.

To support this rapid growth, Cerebral Palsy Alliance needed to overhaul its operations, infrastructure unified communications and network to address both aging technology and siloed systems that were not geared to supporting the business, its customers and their strategic plans. The non-profit had also significantly outgrown its network capacity and faced limitations in supporting its mobile workforce, particularly those in remote locations.

"Our aging technology environment didn't enable us to confidently provide the range of services needed to not only deliver our business and growth strategy, but to effectively support the changing needs of our customers," said Ms. von Drehnen.

At a glance

Industry

Not-for-profit, Social Services

Business challenge

- Aging technology and siloed systems did not adequately support the business.
- Lack of ability to provide range of services needed to effectively support customers.
- Significantly outgrew network capacity.
- Limitations in supporting the mobile workforce.

Solution

- High performance network services, including managed SD-WAN, WiFi and LAN switching
- Cloud-based unified communications
- Perimeter security
- 24x7 managed support

Outcome

- Improved scalability, bandwidth, performance and agility.
- Greater network visibility and control.
- Increased staff productivity.
- Enhanced network connectivity.

Innovative and Future oriented

After conducting a competitive process and reviewing a number of different solutions in the market, Cerebral Palsy Alliance selected Nexon for its innovative, scalable and future oriented managed solution.

"Nexon offered us the most innovative and logical approach to driving our transformation, suiting our current and future requirements, particularly where we're heading with the cloud," said Ms. von Drehnen.

This deal extends the relationship Cerebral Palsy Alliance has with Nexon, having been a customer for over 15 years. Nexon's longevity in the market and expertise provides Cerebral Palsy Alliance with the confidence needed to help achieve business outcomes in today's dynamic environment.

The Nexon solution is being rolled out in a phased approach. The first phase focused on laying the foundations for Cerebral Palsy Alliance's digital transformation and supporting its Group Homes project. This included upgrading the network from a predominantly ADSL environment to a high-speed, fully redundant fibre network across all sites. Cerebral Palsy Alliance now has the scalability, bandwidth, performance and agility it needs to meet its current and future requirements.

In addition, Nexon also deployed a software-defined wide area network (SD-WAN) to enhance network services while offering direct and optimal access to cloud applications. SD-WAN underpins Cerebral Palsy Alliance's digital transformation strategy by providing network agility across all of the non-profit's sites.

"With cloud such an important part of our vision, Nexon's SD-WAN is a great fit for our business, enabling us to easily transition all of our locations onto cloud services," said Nick Culpitt, IT Infrastructure & Operations Manager for Cerebral Palsy Alliance. "Not only can we now deliver advanced services to our locations, this solution provides us the reliability, visibility and performance needed to access cloud applications from any office."

With the network successfully operating, the second phase of digital transformation is in progress. It involves overlaying the network with range of managed services from Nexon. The main component of this is Nexon Absolute, a suite of managed services that deliver a complete communication, collaboration and mobile environment, leveraging Microsoft Skype for Business and Enghouse Interactives' virtual contact centre solution.

Cerebral Palsy Alliance went live with a successful instance of the virtual contact centre solution in April. The cloud-based solution now provides employees with the ability to do skills-

based and time-of-day routing in real-time, which ensures that each call into the contact centre is answered by the most appropriate person. The solution also enables speech-to-text from voicemail, as well as voicemail routing from the customer service queue to other people in the organisation. Due to the success of the deployment, Cerebral Palsy Alliance plans on adding an additional 30-40 people within its contact centre framework by the end of the year.

"The contact centre solution will provide a stable platform to manage inbound and outbound calls, whilst providing the visibility needed to support and improve the overall client contact with Cerebral Palsy Alliance" said Mr. Culpitt

The rollout of Skype for Business by Nexon is still in progress. Once fully deployed, this will integrate all of Cerebral Palsy Alliance's communication and collaboration needs onto a single, easy to use platform — audio, video conferencing, voicemail, instant messaging and desktop sharing environments.

In addition, Nexon will monitor and manage a hosted perimeter security solution, deploy a new outdoor wireless LAN at the Allambie Heights campus, managed Wi-Fi across Cerebral Palsy Alliance sites and LAN switching. The rollout of these managed services is expected to be finished by the end of 2018.

Reliability, availability and operational governance

While the digital transformation is still in progress, the Nexon solution has already delivered many benefits to Cerebral Palsy Alliance. From a network point of view, the non-profit has experienced ease of management; greater visibility and control of user access to applications over the network; and the ability to increase staff productivity.

"It's about reliability, security and availability of the network," said Ms. von Drehnen. "The redundancy and levels of growth that Nexon has built into the network is far beyond what we had previously."

The Nexon managed SD-WAN has delivered significantly increased network performance and improved the ability of employees to get their jobs done effectively and efficiently, especially when accessing files online. This is especially important for remote workers accessing network hungry services, such as training materials, real-time videos and health assessments that are an important part of the therapy Cerebral Palsy Alliance provides to clients.



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CIO, Cerebral Palsy Alliance

By improving the bandwidth and performance of the network, the IT team has experienced a noticeable reduction in employee complaints about network issues. Additionally, the previous contact centre solution, for example, went down three to four times a day, which was very painful and unproductive for the team. These issues have now been eliminated across the whole company, which frees up the IT team to focus on moving the business forward.

The partnership with Nexon will also introduce operational governance, with the appointment of a nominated team responsible for the tactical, strategic and executive engagement with Cerebral Palsy Alliance.

“We now have a full managed service, driven by the need to free up internal IT resources to focus on transformation programs, whilst also achieving greater operational and cost efficiencies for our organisation,” said Mr. Culpitt.

Bright Future Ahead

With many important milestones and successes already achieved throughout its digital transformation journey, Cerebral Palsy Alliance now has full confidence in its ability to move forward as a business and meet the changing needs of its clients.

“Our complete vision is in the cloud, enabling us to scale up or down as the business requires, rather than being constrained by technology,” added Mr. Culpitt. “The whole idea is to be innovative and agile moving forward, so we can be quick to market and deal with new situations and opportunities as they arise.”

About Enghouse Interactive

Enghouse Interactive is a leading expert in customer communications. Companies require a communications platform that’s agile enough to quickly and efficiently respond to customers from any channel, at any time; whilst providing actionable intelligence to drive ongoing improvement. Enghouse Interactive’s unique multichannel contact centre solutions offer choice and flexibility.

For more information, visit enghouseinteractive.com

About Nexon

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market, and government organisations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions.

Our end-to-end solutions help clients to solve problems, address frictions and accelerate growth. Committed to the highest standards of responsiveness, competency and transparency, Nexon is built on a unique client care model that is fuelled by continuous feedback. With over 400 staff, we employ some of the country’s most experienced consultants and empowers teams to make decisions that accelerate change for client organisations.

As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative solutions and service excellence.

We help our clients move from a position of overwhelm to empowerment, looking forward to a more agile and digital future.

To find out about Nexon, Call us at **1300 800 000**, email us at enquiry@nexon.com.au, or visit nexon.com.au

