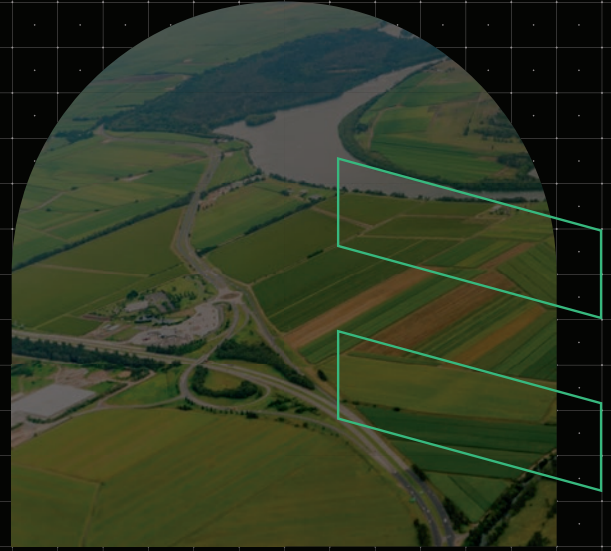


Queensland Department of Agriculture and Fisheries



The COVID-19 pandemic brought about a major change in how businesses and government agencies operate in Queensland, making remote work the standard. This shift came with various challenges, including maintaining productivity, continuing the delivery of excellent customer service, managing employee morale and engagement, securing data, and supporting a remote workforce effectively.

During this challenging time, a group of Queensland government departments each bearing responsibility for managing and procuring services for use by the collective, had to skilfully navigate the new work landscape and undertake a review of the digital network infrastructure that supported each department. Well versed in managing a geographically dispersed and remote workforce, Queensland Department of Agriculture and Fisheries (DAF) assumed the critical role, taking charge of IT services.

Business challenge

In the face of evolving operational demands, the collective led by Queensland Department of Agriculture and Fisheries recognised the need to modernise its communications system. This group, consisting of various departments including Department of Tourism, Innovation and Sport, Department of Environment and Science, Department of Resources, Department of Regional Development, Manufacturing and Water, Resources Safety and Health Queensland, Queensland Racing Integrity Commission, and Titles Queensland, needed a solution that would enhance communication within

their respective offices spread across Queensland.

The collective had been operating for a number of years on a legacy network that, while still fit for purpose, had its limitations and was nearing end-of-life. Acknowledging that this system would no longer be supported, Queensland Department of Agriculture and Fisheries resolved to seek a new unified communications system.

The goal was to match the escalating requirements of a contemporary multi-agency organisation and enable seamless communication and collaboration across all regions and employee levels. Through extensive consultation, they identified Microsoft Office 365 Teams component as the suitable solution to deliver telephony carriage services across the state of Queensland. Key requirements across the group included:

- Migration to the cloud and the ecosystem to be managed as a service
- Fully featured telephone system including desk functionality
- Enterprise-grade security, scalability and high availability

At a glance

Industry

Public Sector

Business challenge

- Legacy system nearing end-of-life
- Limitations in supporting disperse and mobile workforce

Solution

- Cloud-based unified communications
- 24x7 managed support

Outcome

- Streamlined IT infrastructure
- Improved flexibility, scalability and agility
- Enhanced network connectivity
- Significantly improved employee engagement and experience

The solution

Following a rigorous tender process by Queensland Department of Agriculture and Fisheries, Nexon Asia Pacific was chosen as the implementation partner to deploy Nexon Absolute, a Microsoft Teams phone system delivered as a complete managed service. Queensland Department of Agriculture and Fisheries sought a vendor that, in addition to offering competitive pricing, showed a deep commitment to collaboration and an insightful understanding of the group's unique needs.



The solution provided the group with the following:

A spokesperson from Queensland Department of Agriculture and Fisheries said, "Our primary requirement was a holistic solution, specifically catered to our diverse technological needs. Nexon fulfilled this with its cloud-based Microsoft Teams phone system, a solution that seamlessly caters to all our employees, extending beyond just the non-contact centre staff. Nexon's commitment to oversee the entire transition and all future rollouts as a singular managed project resonated deeply with our vision. Their engagement with our technical business owners across all technology segments ensured a streamlined and efficient process."

Nexon was determined to ensure a seamless transition to the new infrastructure within the timeline and without any disruptions to the operations across the group. Queensland Department of Agriculture and Fisheries' spokesperson notes that the implementation allowed them to 'keep the lights on' and enabled leadership teams across the group to concentrate on projects that directly benefited employees and customers knowing they were in safe hands.

The implementation of the Nexon solution was not without its risks and challenges. The COVID-19 pandemic saw numerous staff shortages across the collective, which compounded the difficulties and as a result, there were several setbacks during the implementation phase. According to the spokesperson for the Queensland Department of Agriculture and Fisheries, the loss of a senior technical resource after the pilot phase was a significant hurdle. However, Nexon effectively stepped in to fill the void, absorbing the role and educating other members of the implementation team to self-fulfill. Despite the difficulties, the team successfully overcame the challenges with the right support.

Customisation and configuration of the system to meet the collective's specific needs was key. The Queensland Department of Agriculture and Fisheries worked closely with Nexon to ensure that the system was tailored to its requirements and integrated with its existing processes. This required significant communication, testing, and refinement to get everything just right. Adjustments were made along the way as the implementation team

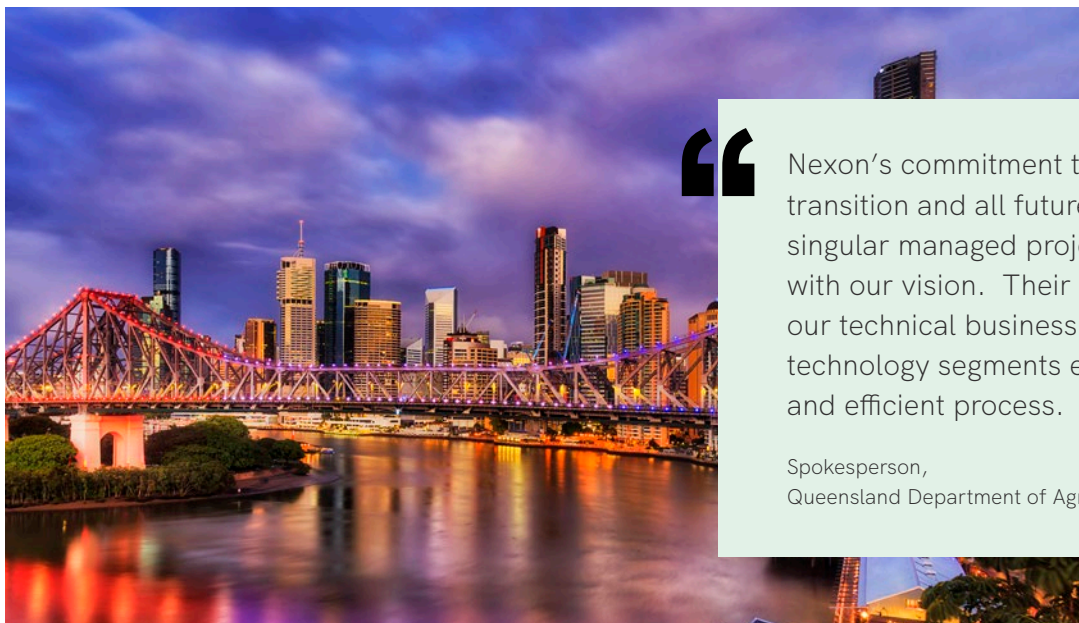
discovered new use cases and scenarios that the system needed to accommodate, including the realisation that some of the older hardware and software were not compatible with the new system. The collective had to invest in upgrades and replacements of both the hardware and software to ensure everything worked seamlessly together.

Results and benefits

Early on in the implementation phase, the Queensland Department of Agriculture and Fisheries acknowledged the advantages of the enhanced capabilities offered by the Nexon solution. Teams and individuals within the collective can effortlessly delegate, forward, and direct calls to an auto-attendant using Microsoft Teams. One of the key benefits is the ease of onboarding new users and removing users when necessary. In remote work, swiftly adding or removing users has been critical, and the Nexon solution has been useful in this context.

"Remote-work has been a game changer for people, offering flexibility to individuals who need to work from home, save on transport costs and for the departments within the collective it's especially important for individuals living in far-reaching places," said the Queensland Department of Agriculture and Fisheries' spokesperson. "For example, one of our staff members in Georgetown which is located in far-western Queensland appreciates the remote work technology because the office doesn't open every day, and it's a long way to travel just to sit in an office alone and answer phones. She loves the reactive system we have that can be changed quickly, allowing us to add new numbers instantaneously through the Teams platform without needing further technology. This level of flexibility has been a significant benefit to our organisation, allowing us to respond quickly to customer needs and provide seamless service even in many of our remote locations."

Throughout the implementation phase, unique customisations were required to fit the specific needs of some customers. For instance, a sports facility located on the Gold Coast needed a workaround due to legacy system incompatibility with Teams.



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Spokesperson,
Queensland Department of Agriculture and Fisheries

Nexon developed a solution after several site visits. Another customisation for a scientific facility integrated an intercom with the new platform. The Queensland Department of Agriculture and Fisheries' spokesperson noted that Nexon's willingness to lean in and work closely with customers to create these customised solutions was key to the success of this project.

Nexon Absolute, facilitates seamless collaboration and integration between the telephony environment and Microsoft Teams. Although Teams already includes some of the essential features needed by the collective, Nexon has incorporated several additional features to elevate the user experience as a whole.

The Nexon Absolute offering enables almost immediate onboarding. This is particularly critical for Biosecurity Queensland, a department that requires rapid mobilisation in response to a biosecurity emergency. The system permits the creation of multiple contact centres within minutes, and the know-how can be swiftly passed on, which is a substantial benefit.

Nexon Absolute also offers clients a business continuity feature, which was previously not available to the collective. The system automates forwarding of critical services to alternate numbers and devices in the event that Microsoft Teams has a failure. This service is unique to Nexon and provides an extra layer of security to the collective's critical services ensuring they continue to operate even in times of unforeseen events.

"Overall, user adoption has been incredible, with most employees across the group quick to embrace the technology," said the Queensland Department of Agriculture and Fisheries' spokesperson. "However, as with any change management project, there will always be a small group resistant to change and in this case, some did prefer the old system. Nexon provided the collective with an excellent training support system and we ran a number of training sessions were open to everyone. Attendees could ask questions and receive prompt responses from Nexon's head trainer. The training sessions were so successful that at one point, we had up to 500 people in one session and proved to be an invaluable asset."

The future

With the network successfully operating, the collective will soon experience the benefits of the Nexon Management Portal, a web-based user portal when it goes live in the next few months. The portal provides an easy-to-use platform that allows for employees to make changes, add users, and remove users without having to know how to write code or call support every time. This will streamline the user management process, making it more efficient and eliminate the need for lengthy turnaround times. The portal will also be helpful from a support perspective, allowing for quick and easy access to user information and help to improve the operational efficiency.

The Queensland Department of Agriculture and Fisheries' spokesperson concluded, "Our partnership with Nexon was a true collaboration where both parties worked towards shared success. They are integral members of the department's team and their contributions are genuinely valued. Nexon's unwavering commitment to our project, outstanding support levels, and expertly staged planning while working with key stakeholders exemplify their competencies and capabilities. In short, Nexon exceeded our expectations by delivering on the project brief with exceptional results, we look forward to seeing what the future holds."

About Nexon

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market, enterprise, 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. As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative and integrated solutions. Pointedly structured and culturally driven to deliver the highest standards of responsiveness, competency and transparency, our integrated solutions and close client relationships help propel organisations forward. For expertise, delivered with care, clients can look to the future with Nexon.

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