

The Epilepsy Smart Australia Program embraces technology to unite its care network across Australia

By uniting six state-based organisations on a single platform, Nexon helped create a national support network for people living with epilepsy and their families. It's a technology solution with a profoundly human impact.



Creating an Epilepsy Smart Australia

The Epilepsy Foundation, a partner of the Epilepsy Smart Australia Program (ESAP), provides life-changing services to hundreds of thousands of people living with epilepsy.

With the sobering statistic that 4% of the population will have epilepsy at some stage of their life, working to provide support, raising awareness and reducing stigma around epilepsy remains as vital as ever.

The Epilepsy Foundation and Epilepsy Smart Australia Program Partners faced a significant challenge: unite six state-based organisations to provide consistent, high-quality care nationwide.

Having secured federal funding to drive this national transformation, they turned to Nexon Asia Pacific (Nexon) to bring their vision to life.

"We were looking for a partner who could work alongside us to achieve our outcomes," explains Sharmila Lakshmanan, Chief Information Officer at the Epilepsy Foundation.

"Nexon immediately understood our business and how they could help us leverage technology to make a real difference in the lives of people with epilepsy."

Uniting a national partner network

The Epilepsy Smart Australia Program aims to bring together epilepsy

organisations in Victoria, Queensland, Tasmania, ACT, WA and South Australia/ Northern Territory. Each had its own systems, making it challenging to provide consistent support to Australians living with epilepsy.

"We needed a solution that could unite our organisations and allow us to provide equitable services to everyone, regardless of where they live," says Sharmila. "Nexon's approach stood out because they offered end-to-end support, from implementation to ongoing management."

Nevien Badawi, Chief Sales Officer at Nexon, recalls the initial engagement:

"When we first met with the Epilepsy Smart Australia team, we knew this project was about much more than just technology. It was about enabling an organisation to touch lives and make a real difference in communities across Australia."

A comprehensive digital transformation

Nexon's solution centred around Microsoft Dynamics 365, enhanced with its proprietary CharityPoint system - Nexon's not-for-profit accelerator for client management. This powerful combination provided a unified platform for client management, fundraising and service delivery.

"We didn't just implement a new CRM. We created an integrated ecosystem that connects client services, financial management and operational processes. This allows their people to focus on what they do best - supporting people with



At a glance

Industry

Not-for-Profit, Healthcare

Business challenge

- Disparate systems across six organisations
- Inconsistent nationwide support
- Legacy tech limiting service delivery
- Need for improved data management

Solutions

- Microsoft Dynamics 365 CRM
- Nexon's CharityPoint Solution
- Microsoft 365 integration
- Centralised client management system
- Migration to modern cloud infrastructure
- Managed services and support

Outcomes

- One platform across six states
- Improved nationwide service consistency
- Integrated client data and service delivery
- Increased operational efficiency
- Strengthened data security
- Unified data for AI innovations

epilepsy," explains Gavin Leatham, General Manager of Business Solutions at Nexon.

The solution includes:

- A centralised client management system, allowing seamless information sharing across states
- Integration with Microsoft 365 for enhanced collaboration and productivity, leveraging the value of Teams and SharePoint
- Cloud migration to improve scalability and accessibility
- Robust security measures to protect sensitive client data
- Comprehensive managed services for ongoing support and optimisation

“One of the key benefits is that we can now provide continuity of care across state borders and reach underserved remote and rural communities.”

“If a client moves interstate or needs support while travelling, their information is instantly accessible to our team members anywhere in the country,” says Sharmila.

Using technology to enable deeper human connection

The new system has streamlined how Epilepsy Smart Australia partner organisations operate. Staff now have a single, intuitive interface for managing client interactions, fundraising efforts and internal collaboration.

Adam Uebel, Dynamics 365 Customer Engagement Manager at Nexon, highlights the impact:

“By automating processes and centralising data, we’ve helped teams spend less time on administration and more time on direct client support. The goal is to use smart technology enabling deeper human connection.”

Integrating Microsoft Teams video calling further enhanced communication capabilities, allowing for more efficient coordination among team members across different locations.

“Nexon understood this wasn’t just about implementing new software,” Sharmila emphasises. “It was about changing how we work as an organisation to better serve our community. Their team showed genuine passion for our cause, from the executives to the technical specialists.”



Nexon’s approach stood out because they offered end-to-end support, from implementation to ongoing management.

Sharmila Lakshmanan
Chief Information Officer, Epilepsy Foundation

Security at the forefront

Given the sensitive nature of health information, robust security measures were critical to the solution.

“We take protecting our clients’ data extremely seriously,” Sharmila states.

“Nexon’s security expertise gave us confidence that we were not only improving our services but also enhancing our data protection capabilities.”

Nexon’s comprehensive security protocols, including their managed Security Operations Centre (SOC) service, provide real-time monitoring and proactive threat management, ensuring the Foundation’s sensitive client data remains protected.”

“Nexon is truly part of our community”

What sets the collaboration between Nexon and the Epilepsy Foundation apart is the depth of the partnership. Nexon’s involvement extends beyond technology implementation to active participation in the Foundation’s awareness and fundraising initiatives.

“From day one, Nexon invested in our mission. Whether through donations,

staff volunteering or direct fundraising, the Nexon team enjoy participating in the Foundation’s campaigns such as Make March Purple, the Walk for Epilepsy and the Treadmill Challenge,” says Sharmila.

This alignment of values has fostered a strong, trusting relationship. “We’ve found in Nexon a partner who understands our challenges and is genuinely committed to helping us overcome them. Their responsiveness and integrity in problem-solving have been outstanding. It’s not just about providing technology; Nexon is truly part of our community,” Sharmila adds.

Nevien agrees: “Working with the Epilepsy Foundation is incredibly rewarding. It’s a testament to how technology can be a force for good, enabling organisations to extend their reach and impact.”

Unified data opens AI opportunities and more

With a solid technological foundation, the Epilepsy Smart Australia partner organisations are well-positioned for future innovations. Plans are underway to implement AI-powered chatbots to enhance client support and reach even more Australians affected by epilepsy.



“The centralised data and streamlined processes we now have in place open up exciting possibilities,” Sharmila explains. “We’re exploring how emerging technologies like AI and Co-pilot can help us provide even better support to our community.”

Transforming lives through technology

The impact of this digital transformation extends far beyond improved operational efficiency. It’s about connecting people with life-changing support, breaking down geographical barriers and working towards a future where no one faces epilepsy alone.

“What we’ve achieved with Nexon is more than a technology upgrade,” Sharmila concludes. “It’s a transformation in how we can support Australians living with epilepsy.”

“We’re now better equipped to provide consistent, high-quality care across the country and to raise awareness about epilepsy in ways we couldn’t before.”

This partnership exemplifies how technology can empower organisations to expand their impact. As the Epilepsy Smart Australia partnership continues its vital work, Nexon is ready to support its mission, leveraging technology to improve lives and bring hope to those affected by epilepsy across Australia.



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About Nexon

Nexon is an award-winning digital consulting and managed services partner for mid-market, enterprise and government organisations across Australia. We offer clients a uniquely broad suite of solutions requiring 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.

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