

integratedliving Australia

Empowering a leading Australian aged care provider to deliver better health outcomes with modern infrastructure and the right devices.



integratedliving Australia is a not-for-profit, leading provider of health and wellbeing services for older Australians in regional, rural and remote communities. They're focused on supporting older people to achieve better health outcomes so they can live, feel and be well where they choose. To provide this level of care, integratedliving Australia employs over 1200 professionals who assist over 20,000 people throughout the year.

Leveraging the right technology plays a vital role in delivering high quality healthcare. To achieve seamless experiences across their wellness and activity centres, as well as in-home care services, integratedliving Australia required a modern IT infrastructure and device fleet that would empower staff to work effectively from anywhere. As part of a wider digital transformation journey, the organisation is adapting to the rise of new ways of working.

The Situation

integratedliving Australia was facing increased workforce numbers on top of a shift to hybrid working arrangements. After an initial review, Bob Karac, Head of ICT Operations at integratedliving Australia, identified 3 key areas for improvement. These included ageing on-premises infrastructure, a lack of device management, and a service desk function that was limited by time and resources.

"Once we identified key areas of improvement, integratedliving Australia reached out to a few local partners to help us find the best suited model to take us to the next level in our digital transformation. In the end, Nexon ticked all the boxes," says Bob Karac, Head of ICT Operations at integratedliving Australia.

The Solution

Collaborating closely with the team at integratedliving Australia, Nexon upgraded the company to an Infrastructure-as-a-Service model. To further support their digital transformation journey, a tailored end-to-end device management was also implemented.

Nexon took a strategic approach from start to finish, ensuring the challenges and change management components were understood to provide a seamless transition.

"Nexon Asia Pacific has a solution for all three key areas we identified as areas of improvement. Primarily, they had a private cloud solution that provided us with Infrastructure-as-a-Service which is a new model for us. They were also able to provide a Device-as-a-Service solution and have an internal support desk to cover end-user technical assistance," says Bob.

With a team of experts who specialise in multiple areas, Nexon was able to deliver an Infrastructure-as-a-Service model which includes everything from physical disaster recovery of the environment to the application and Windows Operating System level.



At a glance

Industry
Healthcare

Business Challenge
Improving client and staff experiences and smoother digital operations through a modernised IT infrastructure and the right devices

Solution
Implemented Infrastructure-as-a-Service (IaaS), end-to-end device lifecycle management and ongoing helpdesk support to deliver seamless digital operations and a modern workplace.

Outcome
With their infrastructure upgrade and device solution, integratedliving Australia is able to deliver better experiences to their staff and clients while accelerating their digital transformation.

In conjunction with an upgrade to their ageing infrastructure, the organisation also required a modern device fleet. A key consideration for this project was to save the in-house IT team time so that they could focus on other digital transformation initiatives. Nexon's device management service is end-to-end, including procurement approval all the way through to lifecycle management and end user support. As part of this solution, Nexon delivered over 1600 devices which covered desktops, laptops, mobile phones, and tablets with in-built security for protection both onsite, in the field and at home.



Our strategic partnership with Nexon has allowed us to continue operating with less time spent on IT internally while sustaining the continuous growth in the business.

Bob Karac
Head of ICT Operations, integratedliving Australia.

Nexon are also providing integratedliving Australia with an internal support desk so that their team has timely access to IT assistance when they need it.

The Benefits

All three aspects of the solution are focused on removing operational burden from integratedliving Australia while ensuring they can achieve their digital transformation goals. As a result of the infrastructure upgrade and device management service, they can now focus on their core business strategies for growth.

Simplified IT and Valuable Time Savings

By taking on their operational ICT, Nexon has helped integratedliving Australia simplify their IT while giving them the ability to focus on other strategic goals. With Infrastructure-as-a-Service, end-to-end device lifecycle management, and ongoing support taken care of, their IT team have peace of mind as well as saving valuable time.

"Transitioning the operational ICT side over to an external partner has assisted integratedliving Australia with simplifying the ICT structure, giving us the ability to focus on the more strategic goals," explains Bob.

Empowered and Productive Staff

The device-as-a-service solution covers both the physical device and the lifecycle, as well as licensing, ongoing maintenance, software, and warranty services for all devices. Nexon also has real time visibility into the fleet which assist the team in making the right business decisions. This means the team at integratedliving Australia always have the technology they need to deliver high quality health outcomes.

"We have a genuine partnership with integratedliving Australia that's been built over a number of years. This is built on their mature operating model which has helped us scale both locally and nationally", says Dean Robertshaw, General Manager of Operations at Nexon.

Better Health Outcomes

With a modern IT infrastructure and powerful device fleet in place, integratedliving Australia are able to improve the quality of their services with more seamless digital experiences for both clients and staff.

A Scalable, Futureproof Solution

By choosing Infrastructure-as-a-Service and a dynamic device management solution, integratedliving Australia are empowered to scale up or down to suit their changing needs. This will protect them from future constraints, allowing the technology to grow with the organisation and support their digital transformation.

About Nexon

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 worldclass 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 enquiries@corp.nexon.com.au, or visit nexon.com.au

