> *"The move to blueAPACHE has enabled DASSI to free up infrastructure capital that can now be invested in providing support for those that need it the most."*
>
> **Peter Batsakis**
> Chief Finance Manager
> DASSI

blue|APACHE

DASSI extends their high-value client services by reducing capital investment with IT as a Service (ITaaS).

DASSI, a not-for-profit organisation, provides one-on-one direct support to a wide range of people who were either born with a disability or who have acquired a short or long term disability as the result of an accident, injury, disease, illness or age-related issues. Technology is mission critical to operations, but capital investment in IT reduces investment in care programmes that directly help those in need.

THE CHALLENGE

Prior to moving the organisation's IT services to blueAPACHE, DASSI ran their own IT infrastructure from the head office in Melbourne. As the organisation grew and more services added, the central servers were continually being updated with new software and data, which increased operational complexity and placed the organisation's infrastructure under constant strain.

Peter Batsakis, Chief Finance Officer at DASSI, said: "we used to squeeze software onto our existing servers, using up the available resources until they were unable to cope. When our hardware reached capacity, new purchases had to be made."

The tipping point was reached when a large proportion of DASSI's servers neared their end-of-life and were due for replacing. Peter and his team established that the investment was going to cost DASSI in excess of one hundred thousand dollars, on top of the cost the organisation was paying for outsourced IT support. He began to look at new ways of maintaining and improving the company's IT services, and made a decision to move to a cloud-based solution.

"Our previous provider got us by, but did not offer cloud services so we approached blueAPACHE and two other service providers to develop a plan and identify ways we could better manage the technology challenges we were facing."

All three service providers proposed virtual servers as the best option for DASSI.

"We liked the professional approach and understanding of our business that they provided. The price was not the cheapest, but when factoring in the quality of service, blueAPACHE offered greater value" said Peter.

blueAPACHE

About DASSI

DASSI provides individually designed support for all people of all ages with a wide range of conditions such as complex spinal care, cerebral palsy, muscular dystrophy, Alzheimer's disease, dementias, autism, epilepsy, mental health issues, and acquired brain injuries.

CHALLENGES
▸ In need of significant system upgrades, but had a greater need to provide high-value support to clients.
▸ Migrating all services and applications to a virtual, hosted platform.
▸ Increasing performance, flexibility, and financial visibility.

SERVICES
▸ emPOWER Managed Services.
▸ emPOWER Cloud.
▸ emPOWER Network.
▸ emPOWER Voice.

RESULTS
▸ Moved technology to an ITaaS model, freeing capital to be used to provide services for those in need.
▸ Strong improvements in network, application and telephony performance.
▸ Significant reduction in downtime and technology issues.
▸ Gained scalability and agility.

THE SOLUTION

Following due diligance and indepth discussions on technology strategy, DASSI transitioned almost all of their IT services to blueAPACHE's Converged emPOWER Services.

"As part of our decision to move to IT as a Service (ITaaS), we transitioned our technology operations and storage to blueAPACHE's emPOWER Cloud, took up their secure emPOWER Network and employed their Managed Services," explained Peter.

Since the move, system speed and reliability have vastly improved, and the technology costs became much easier to forecast and manage. "We wanted tangible benefits from the solution and that is exactly what we got. We saw significant improvements immediately," said Peter.

The speed benefits are not restricted to the new network - there were noticable improvements to DASSI's core applications as well. Calumo, their BI (Business Intelligence) solution, has improved both in speed and reliability since the transition.

"We also wanted to transfer the responsibility of updating and maintaining the systems. Traditionally, upgrades required planning and contingency to manage risk - but since moving to blueAPACHE, they have become much simpler. For example, we recently implemented seven upgrades for our major CRM, and three for our accounting software and had exactly zero issues."

"Another benefit has been the ability to have blueAPACHE manage our quality of service - if something was not working as expected, we had a single point of accountability, which made seeking resolution a much easier and quicker process to resolve. We now have very few issues - when one does arise (normally with a mobile device or personal computer), it has always been thoroughly investigated and we are always kept in the loop," said Peter.

With such impressive improvements to the IT systems, DASSI then made the decision to move telephony over to blueAPACHE's emPOWER Voice solution as well.

THE RESULTS

The organisation no longer needs to continually upgrade servers, the technolgy needs are regularly calculated with blueAPACHE and based on usage. This makes future capacity planning and financial coordination easier to manage, and means the organisation can invest in support resources instead of technology.

As Chief Financial Officer at DASSI, Peter made particular note that transitioning all of the organisation's IT services managed to blueAPACHE removed the stress of managing their technology. IT systems run to a plan which is agreed upon in advance, with a finite dollar value each month. There are no hidden costs or unexpected fees, and extra capacity can be added at any time.

"There are no surprises from blueAPACHE, which is a bonus," said Peter. "They are completely accountable for the service they deliver. The number of IT issues I have had internally has reduced dramatically. If staff are not requiring IT support, which is now the case, then our IT provider is doing a great job. On top of the strong infrastructure that supports our systems, an excellent technical account manager and commercial account manager have ensured that we are extremely pleased with the service we get."

Peter also cites DASSI's ability to maximise funding from a recent Carelink upgrade as another major example of where the business has improved as a result of using blueAPACHE's services.

Moving to blueAPACHE has increased performance, streamlined upgrades, reduced technology risk, made technology financial decisions easier and simplified reporting. But more importantly, it has removed the need for ongoing infrastructure investment, freeing up funds to extend services.

Peter explained; "Moving to an ITaaS model with blueAPACHE meant we could re-divert available capital to on-the-ground services that directly benefit those in need, instead of investing in the infrastructure to support those services."