



“We placed trust in blueAPACHE, and it was repaid with the service, support and continuity we desperately needed.”

Leanne Tutin

Executive Manager Client Relations and Infrastructure
Banyule Community Health

blueAPACHE

Banyule Community Health secure stability, continuity and peace of mind with blueAPACHE Managed Services.

Banyule Community Health (BCH) has existed for forty years as a standalone not-for-profit organisation, providing care for those in the community that may otherwise be disadvantaged by their socio-economic status, mental health or other circumstances.

THE ORGANISATION

BCH provide a person-focused level of care through general health, dental, physiotherapy and occupational therapy services from dedicated and co-located sites.

“At Banyule we believe that ‘health’ means the physical, social, emotional and cultural wellbeing of individuals and our whole community,” said John Ferraro, chairman at BCH.

With a broad range of critical healthcare and welfare services (reliant on a diverse array of applications, data and systems), BCH prioritise vulnerable community members who are most in need of care, and acknowledge that no two people arrive with exactly the same needs or in the same circumstances.

They strive to continually provide high quality services that benefit the community, create better health outcomes and build health equality for those that need it most.

THE CHALLENGE

With services spanning a wide section of the healthcare spectrum and a charter to provide holistic healthcare covering all of a community member’s needs, services at BCH need to run efficiently and reliably, whilst monitoring the future needs of the community.

A complex operating environment supported a diverse array of private health records, applications and systems including TrakCare, dental record management and more.

BCH’s IT environment had been run successfully for many years by a single IT administrator, leveraging blueAPACHE’s technical specialists to augment the internal capabilities.

Following the unexpected passing of their administrator, BCH found themselves in a position of risk as no one else in the organisation had a transferable understanding of the technology systems.



BANYULE
Community Health

About Banyule Community Health

Banyule Community Health is a standalone not-for-profit organisation, delivering multiple modalities of care and support in the health and welfare sector to improve health outcomes and health equity within the community.

INDUSTRY

- ▶ Community Health Services.

DETAILS

- ▶ 200+ staff offering extensive services through multiple sites.
- ▶ A diverse range of critical applications and data for different departments.

CHALLENGES

- ▶ Business continuity.
- ▶ Maintaining a stable platform.
- ▶ A need to increase performance, security, financial visibility, and use of existing resources.

SERVICES

- ▶ emPOWER Managed Services.
- ▶ emPOWER Network.
- ▶ emPOWER Cloud.
- ▶ Business Continuity.

RESULTS

- ▶ Fewer IT challenges and issues.
- ▶ Access to a large team that understand the technology environment.
- ▶ Improved performance, scalability and visibility.
- ▶ Better continuity and DR planning.
- ▶ Improved longevity of existing resources.

THE SOLUTION

Fortunately, blueAPACHE staff were able to take on the task of running BCH'S help desk, and ease the organisation through a tough transition phase.

"blueAPACHE were able to nurse us through the hard times following the loss of our IT administrator," said Leanne Tutin, Executive Manager of Client Relations and Infrastructure at BCH.

"At first we had thought to employ two part-time IT staff to mitigate the risk of being in the same position again, however blueAPACHE demonstrated they could run our IT for us on-site, and that way we would have no issues with business continuity in the future."

BCH now use blueAPACHE's managed services, incorporating an on-site IT Support Analyst. Following an external IT audit, BCH has also now deployed blueAPACHE's Wide Area Network (WAN) solution to increase speed and reliability across the BCH sites.

"When it comes to technology, there is a big difference between our staff members' knowledge. Some of them are quite technical, and frequently use extensive databases and their associated applications, while others struggle with email," explains Leanne.

"One benefit of extending blueAPACHE's services and have them take over the functions of our IT department is that they know both our systems and our workplace culture, so our on-site analyst has been able to foster good relationships with management and staff."

With blueAPACHE, BCH was able to solve a pre-existing performance issue where network bottlenecks would cause delays and screens to freeze. Computers in many rooms were sitting unused, with redundant hardware causing a drain on financial resources. Resolving this problem meant BCH could redeploy the unused computers throughout the organisation, extending the life and avoiding additional expenditure.

A lack of bandwidth at critical times was causing a slow user experience for BCH, which fostered delays and impacted the quality of service provided. blueAPACHE assessed the traffic requirements and deployed a new streamlined emPOWER Network, increasing the performance and eliminating the delays.

Security has also been improved since blueAPACHE's services were employed, with all data transmissions now protected by next-generation firewalls. An antivirus solution was present but not all devices were protected, which blueAPACHE quickly corrected.

THE RESULTS

Leanne cites business continuity as the single biggest factor behind BCH's decision to outsource IT operations to blueAPACHE.

"In terms of minimising risk, we have definitely done that. The more people who know our systems the better, so having blueAPACHE is like a safeguard for us in that sense. If say, our on-site analyst is sick, we have someone else to call on," she said.

Another benefit for BCH is that using blueAPACHE staff on-site avoids the bureaucracy that comes with employing, training and maintaining a highly skilled area of the workforce.

"Having blueAPACHE staff here works very well for us. Essentially, we get all the benefits of their expertise, but someone else is doing the training, negotiating wages and paying long service leave and sick leave. Also, it means we have a single point of contact, so we don't have to chase lots of different vendors should something go awry."

Ultimately, using blueAPACHE's Managed Services has helped BCH to secure their position as a reliable provider of healthcare services. It has reduced risks for the organisation, mitigated security and network concerns, and made a big difference to the continuity of care the organisation provides to sick, injured and vulnerable people.