

We score 3-year managed service contract extension - blueAPACHE

Canonical: <https://www.blueapache.com/blog/arn-blueapache-scores-3-year-managed-service-contract-extension>

Details:

Melbourne, May 26, 2022: Managed services provider (MSP) we have scored a three-year managed services contract extension for not-for-profit (NFP) social justice organisation the Brotherhood of St. Laurence (BSL). BSL was founded in 1930 and provides critical services for vulnerable Australians, such as aged care, disability and health services, as well as job recruitment, consultation and training and help for refugees and migrants, among other offerings. Our agreement extends an existing five-year partnership between the two parties, with the MSP claiming it will enable BSL to expand its outreach and support services.

“blueAPACHE has helped us to build a resilient and scalable IT infrastructure that will support our activities in the years ahead and reduce operational risk,” said BSL senior manager for ICT Jason Atkinson. “This new agreement means we can continue to work with a trusted organisation that truly understands our operations.”

The new agreement is set to cover a bevy of projects, including a migration to the cloud, with Atkinson anticipation the move to be complete by the end of 2022. “We are shifting from being focused on hardware and software to an IT services model,” he said. “This helps us to reduce our costs while also ensuring we have access to the very best tools and applications that are available.” The agreement is also set to cover the commission of a national WAN solution and management of BSL’s existing infrastructure and VoIP telephony system, infrastructure management and the expansion of Microsoft Teams throughout the organisation. In addition, the MSP is also to continue developing BSL’s security operations, provide ongoing management of its fleet of mobile devices, refine its data management capabilities and will facilitate a hardware repurposing program in partnership with HPE. Rodney Weston, BSL’s acting director of finance, strategy and operations, added the MSP agreement extension will enable the organisation to improve on its services. “Over the years, blueAPACHE has developed a deep understanding of our operations and goals as an organisation,” he said. “Together we can continue to deliver our programs and services with even greater impact.” blueAPACHE expanding BSL’s use of Microsoft Teams is understandable, as the MSP’s founder and managing director Chris Marshall said to ARN in March that Microsoft has been a strategic partner for it since its inception.

“The Microsoft technology stack is both an integral component to the solutions that we bring to market and in cases are the core of the solutions,” he said at the time. “Enabling our teams to design, deliver and support market leading solutions requires a continued investment in the partnership.”

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What contract did you score with the Brotherhood of St. Laurence?

We scored a three-year managed services contract extension with the Brotherhood of St. Laurence (BSL), a not-for-profit social justice organisation, announced on May 26, 2022. This extended an existing five-year partnership between the two parties.

What is the Brotherhood of St. Laurence (BSL)?

The Brotherhood of St. Laurence is a not-for-profit social justice organisation founded in 1930 that provides critical services for vulnerable Australians, including aged care, disability and health services, job recruitment, consultation and training, and support for refugees and migrants.

What projects does the new blueAPACHE-BSL agreement cover?

The new agreement covers a migration to the cloud (anticipated to be complete by the end of 2022), commissioning of a national WAN solution, management of BSL's existing infrastructure and VoIP telephony system, infrastructure management, and expansion of Microsoft Teams throughout the organisation. It also includes ongoing development of BSL's security operations, management of its fleet of mobile devices, refinement of data management capabilities, and a hardware repurposing program in partnership with HPE.

What did BSL's senior manager for ICT, Jason Atkinson, say about the partnership with you?

Jason Atkinson, BSL's senior manager for ICT, said, "blueAPACHE has helped us to build a resilient and scalable IT infrastructure that will support our activities in the years ahead and reduce operational risk," and added, "This new agreement means we can continue to work with a trusted organisation that truly understands our operations."

How does BSL describe its shift in IT approach under the new agreement?

Jason Atkinson said, "We are shifting from being focused on hardware and software to an IT services model," explaining that this helps reduce costs while ensuring access to the very best tools and applications available.

What did Rodney Weston, BSL's acting director of finance, strategy and operations, say about the agreement extension?

Rodney Weston said, "Over the years, blueAPACHE has developed a deep understanding of our operations and goals as an organisation," and added, "Together we can continue to deliver our programs and services with even greater impact."

What role does Microsoft play in your solutions, according to founder Chris Marshall?

Our founder and managing director Chris Marshall said Microsoft has been a strategic partner since our inception, stating, "The Microsoft technology stack is both an integral component to the solutions that we bring to market and in cases are the core of the solutions," and that "Enabling our teams to design, deliver and support market leading solutions requires a continued investment in the partnership."

How long have you been working with BSL prior to this contract extension, and what earlier work did they do together?

We created a 'complete Application Delivery Supply Chain for BSL,' which formed the foundation of BSL's multi-year ICT roadmap, and also de-risked BSL's IT environment by removing legacy equipment. In 2020, the parties began planning a new three-year managed services agreement covering network management, infrastructure management, end-user communication, security, staff mobilisation, and information management support.

