

We score contract extension with non-profit - blueAPACHE

Canonical: <https://www.blueapache.com/blog/crm-blueapache-scores-contract-extension-with-non-profit-bsl>

Details:

May 26, 2022

Melbourne, May 26, 2022: We have extended our cloud migration partnership with non-government welfare organisation Brotherhood of St Laurence for three more years.

The managed service provider said the contract also covered network management, infrastructure management, end-user communications, IT security, information management and asset lifecycle management.

Brotherhood of St Laurence ICT senior manager Jason Atkinson said IT and telecommunications infrastructure were critical to supporting the organisation's projects and 1,400 employees.

"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." "This new agreement means we can continue to work with a trusted organisation that truly understands our operations."

Atkinson said he expected blueAPACHE to have fully migrated the organisation to the cloud by the end of 2022.

We said we would also continue to commission a national wide-area network (WAN) solution and manage the organisation's VoIP telephony system.

The company added it would also extend the use of Microsoft Teams to become a complete unified communications platform across the organisation, improve the charity's security and data management capabilities and partner with HPE to facilitate a hardware repurposing program to reduce equipment costs and e-waste.

"We are shifting from being focused on hardware and software to an IT services model," said Atkinson.

"This helps us to reduce our costs while also ensuring we have access to the very best tools and applications that are available."

blueAPACHE boss Chris Marshall said the company welcomed the opportunity to continue the working relationship with Brotherhood of St Laurence for a further three years.

"It is fantastic to have the chance to support an organisation that is delivering so much for Australians in need.

"We look forward to achieving even more and further strengthening our business relationship."

Brotherhood of St Laurence acting director of finance, strategy and operations Rodney Weston said he welcomed the knowledge, guidance and support that we would continue to deliver under the new managed service agreement.

"Over the years, blueAPACHE has developed a deep understanding of our operations and goals as an organisation."

"Together we can continue to deliver our programs and services with even greater impact."

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What contract did blueAPACHE sign with the Brotherhood of St Laurence in May 2022?

On 26 May 2022, the article reported that blueAPACHE had extended its cloud migration partnership with Brotherhood of St Laurence through a further three-year managed services agreement.

What services are covered under the extended blueAPACHE-BSL agreement?

The contract covers cloud migration, network management, infrastructure management, end-user communications, IT security, information management, and asset lifecycle management.

Who commented on the partnership from the Brotherhood of St Laurence?

Jason Atkinson, ICT senior manager at Brotherhood of St Laurence, said we helped build a resilient and scalable IT infrastructure to support operations and reduce operational risk, and that the new agreement lets BSL continue working with a trusted organisation that understands its operations. Rodney Weston, acting director of finance, strategy and operations, also welcomed the continued knowledge, guidance and support we would provide.

How many employees does the Brotherhood of St Laurence support with its IT infrastructure?

The May 2022 article said the infrastructure supported BSL's projects and 1,400 employees. This is the headcount reported at that time.

When did Jason Atkinson expect the cloud migration to be completed?

Jason Atkinson expected us to have fully migrated the Brotherhood of St Laurence to the cloud by the end of 2022.

What additional initiatives will you undertake as part of the extended agreement?

We will continue to commission a national wide-area network (WAN) solution, manage BSL's VoIP telephony system, extend the use of Microsoft Teams into a complete unified communications platform, improve security and data management capabilities, and partner with HPE to facilitate a hardware repurposing program to reduce equipment costs and e-waste.

What did your Chris Marshall say about the extended partnership?

Our boss Chris Marshall said we welcomed the opportunity to continue the working relationship with Brotherhood of St Laurence for a further three years, calling it fantastic to support an organisation delivering so much for Australians in need, and looking forward to strengthening the business relationship further.

What is the Brotherhood of St Laurence shifting toward in its IT approach, according to Jason Atkinson?

Atkinson said the organisation is shifting from being focused on hardware and software to an IT services model, which helps reduce costs while ensuring access to the best available tools and applications.

What was the history of your engagement with Brotherhood of St Laurence prior to this 2022 extension?

The BSL case study records a network agreement in late 2015, a WAN upgrade completed in 12 weeks, a three-year managed services contract in 2016, and hardware-as-a-service and cloud migration work in 2017. It says planning for another three-year agreement began in 2020; the extension covered by this article was announced in May 2022.