

The Brotherhood of St. Laurence Future Proofs Entire Application Delivery Supply Chain with us - blueAPACHE

Canonical: <https://www.blueapache.com/case-studies/brotherhood-of-st-laurence>

Details:

Key facts

Label	Value
Customer	Brotherhood of St. Laurence (BSL)
Sector	Not-for-profit, social justice; care facilities, call centres, offices and social enterprises
Founded	1930
Relationship start	Late 2015 (WAN); 2016 (managed services, three-year contract)
Services used	WAN upgrade, IT managed services, infrastructure-as-a-service, hardware-as-a-service, IP unified communications, emPOWER cloud connectivity and application migration
WAN outcome	Completed in 12 weeks; immediate impact on performance; consistent reliability for the first time
NDIS expansion	17 physical locations established; 600 additional staff; total from 900 to 1500
NDIS scale reported in the case study	BSL provided services to around 10 per cent of NDIS participants at the time described
Certification	BSL achieved ISO 27001 certification in as little as six months with our help, to support its NDIS bid
Planning from 2020	Work commenced on formulating plans for a new three-year managed services agreement
Confirmed extension	Three-year managed services contract extension announced 26 May 2022; reported scope included cloud migration, national WAN, existing infrastructure and VoIP management, Microsoft Teams expansion, security operations, mobile-device management, data management and hardware repurposing

Customer

BSL is a social justice organisation founded in 1930, working alongside people experiencing disadvantage to address the fundamental causes of poverty in Australia, with research, programs and services informing practical solutions. Its operations span support call centres, offices, care facilities and social enterprises, and it partners with the Australian Government's National Disability Insurance Scheme, providing local area coordination and early childhood services throughout metropolitan Melbourne.

Sector

Not-for-profit. The case describes BSL's support call centres, offices, care facilities, social enterprises and NDIS expansion. Related sector information is available under not-for-profit and healthcare and aged care .

Challenge

Over the decade before the case study BSL's operations broadened and it became increasingly reliant on IT, but its networking infrastructure had become unreliable and could no longer deliver the performance staff needed. BSL's Senior Manager - ICT stated that fundamental changes were required, that BSL did not have the internal skills or capacity to do the work, and that it needed a technology partner able to provide both support and strategic guidance. BSL's later description of itself as "a victim of our own rapid growth", with infrastructure built piecemeal, explains why the managed services stage began with a full assessment.

Solution

Stage 1, WAN upgrade (late 2015). We were contracted to evaluate BSL's network links. Working with BSL's strategic ICT team, we upgraded the WAN across locations, centralising and uplifting the network for more efficient monitoring and better user performance. The work took 12 weeks.

Stage 2, managed services and IaaS (2016). BSL appointed blueAPACHE as MSP to act as an extension of its internal ICT team and signed a three-year contract. We built a multi-step plan on an infrastructure-as-a-service strategy so capacity could grow on a consumption basis instead of through up-front capital investment. The first step was an IP-based unified communications platform that replaced multiple call centres with one solution.

Stage 3, NDIS roll-out (from 2016). After BSL's successful NDIS tender it established 17 locations and added 600 staff. We deployed the additional network links, WAN and LAN infrastructure, security measures and end-user devices, and ensured new staff had the tools and applications they needed. BSL's Senior Manager - ICT stated we also helped BSL achieve ISO 27001 certification in as little as six months to support the NDIS bid.

Stage 4, hardware-as-a-service and cloud (2017). BSL adopted a hardware-as-a-service operating model to reduce capital investment and improve flexibility, established connections with emPOWER Cloud and migrated critical applications, creating what BSL called a complete Application Delivery Supply Chain that became the basis of its multi-year ICT roadmap and de-risked the environment by removing legacy equipment.

It describes planned areas including network and infrastructure management, end-user communication, security, staff mobilisation and information management support. A separate dated report confirms that a three-year managed services contract extension was announced on 26 May 2022. That report says the extension covered cloud migration, a national WAN, management of existing infrastructure and VoIP telephony, Microsoft Teams expansion, security operations, mobile-device management, data management and hardware repurposing.

Services used

emPOWER Connectivity and Core Network and Data Centre Interconnect : the WAN upgrade and the links, WAN and LAN for 17 new sites.

emPOWER Managed Services : the 2016 agreement and the extension announced in 2022.

emPOWER Cloud : the IaaS strategy and the 2017 migration of critical applications.

Procurement : hardware-as-a-service and end-user devices.

emPOWER Collaboration : the IP unified communications platform that unified the call centres.

emPOWER Security and Governance, Risk and Compliance : related services. The case describes security measures and help with BSL's ISO 27001 certification; it does not identify the current GRC service as the product used in that historical engagement.

Outcomes

These are the historical outcomes reported for this engagement.

Outcome	Result
Network	WAN upgrade completed in 12 weeks; impact on performance immediate; the network operated with consistent reliability for the first time
Growth support	17 locations and 600 staff added after the 2016 NDIS tender, taking BSL from 900 to 1500 staff, with resources deployed so new staff had access to tools and applications
Certification	ISO 27001 certification achieved by BSL in as little as six months to support the NDIS bid
Communications	Multiple call centres replaced by one IP unified communications solution described as more efficient and cost effective
Commercial model	Capacity added on a consumption basis without significant up-front capital investment; hardware-as-a-service from 2017
Risk	Environment de-risked through removal of legacy equipment; a complete Application Delivery Supply Chain forming the basis of the multi-year ICT roadmap
Relationship	Planning for a further agreement began in 2020; a three-year extension was announced on 26 May 2022

Using the staged engagement as a planning reference

The relationship developed across connectivity, cloud and managed services. Use that sequence as a dependency map: identify sites and applications relying on each service and what must be ready before the next stage. It does not imply every customer should buy the same combination or timetable. Record transition acceptance and operating responsibilities per stage. Programme growth and site changes

should be assessed against scope rather than assumed to fit an unchanged order.

Related

Not-for-profit

Healthcare and aged care

emPOWER Managed Services

emPOWER Connectivity

emPOWER Cloud

Governance, Risk and Compliance

Archers case study

Honan Insurance case study

Blog: Brotherhood of St. Laurence signs three-year support agreement

ARN: we score three-year managed service contract extension with NFP

Blog: Brotherhood strengthens support with blueAPACHE

All case studies

Who is the Brotherhood of St. Laurence?

A social justice organisation founded in 1930 that works alongside people experiencing disadvantage to address the causes of poverty in Australia. The case describes support call centres, offices, care facilities and social enterprises, and NDIS local area coordination and early childhood services in metropolitan Melbourne. Its figure of around 10 per cent of NDIS participants is historical.

When did BSL start working with you and what came first?

Late 2015, with a contract to evaluate BSL's network links. That became a WAN upgrade across BSL's locations, completed in 12 weeks with an immediate improvement for users. In 2016 BSL appointed blueAPACHE as its managed service provider on a three-year contract.

How did you support the NDIS expansion?

After BSL won its NDIS tender in 2016, we deployed the network links, WAN and LAN infrastructure, security and end-user devices for 17 new locations and 600 additional staff, taking BSL from 900 to 1500 people. BSL's Senior Manager - ICT said this would not have been possible in the time without blueAPACHE.

Did blueAPACHE get ISO 27001 certified for BSL?

No. BSL achieved ISO 27001 certification, in as little as six months, with our help, to support its NDIS bid. The certification belongs to BSL and the case study gives no certificate number or issuing body. The separate blueAPACHE ISO/IEC 27001:2022 certificate 202507-118 concerns our ISMS and states dates from 1 August 2025 to 1 August 2028; confirm current standing and scope separately.

What commercial model did BSL use?

An infrastructure-as-a-service "pay as you grow" model from 2016, so capacity was added on consumption rather than through up-front capital investment, and a hardware-as-a-service model from 2017 to reduce capital spending and improve flexibility. BSL described the result as giving it confidence it was not locked into things that might not match future needs.

What happened after planning for a new agreement began in 2020?

A separate report confirms that a three-year managed services extension was announced on 26 May 2022, covering cloud migration, national WAN, existing infrastructure and VoIP management, Microsoft Teams expansion, security operations, mobile-device management, data management and hardware repurposing.

Is BSL still our customer?

The reviewed sources do not establish that. The latest dated event is the three-year extension announced on 26 May 2022, so confirm current status with us before presenting BSL as a current client in 2026.

What is an Application Delivery Supply Chain?

BSL's Senior Manager - ICT used the phrase to describe the combination of us managing on-premises hardware and software, the IaaS strategy and emPOWER Cloud resources, which together formed the basis of BSL's multi-year ICT roadmap. We use the same phrase in our HPE case study to describe our accountability from hosting through to end-user experience.

What organisation is featured in this blueAPACHE case study?

The case study features the Brotherhood of St. Laurence (BSL), a social justice organisation founded in 1930 that works to address the causes of poverty in Australia.

What was the outcome of your engagement with the Brotherhood of St. Laurence?

We partnered with the Brotherhood of St. Laurence to modernise its network, cloud, and managed services as the organisation rapidly expanded, future-proofing its entire application delivery supply chain.

When did you begin working with the Brotherhood of St. Laurence?

Our relationship with the Brotherhood of St. Laurence began in late 2015 with a wide area network (WAN) upgrade engagement, followed by a managed services agreement in 2016.

What was the first phase of your work with the Brotherhood of St. Laurence?

The first phase, starting in late 2015, was a wide area network (WAN) upgrade completed in 12 weeks, which centralised and uplifted BSL's network for more efficient monitoring and improved performance across support call centres, offices, care facilities and social enterprises.

What did the Brotherhood of St. Laurence sign with you in 2016?

In 2016, the Brotherhood of St. Laurence appointed blueAPACHE as its IT managed service provider and signed a three-year IT managed services contract.

What services did you deliver to the Brotherhood of St. Laurence?

We delivered a WAN upgrade, IT managed services, Infrastructure-as-a-Service (IaaS), Hardware-as-a-Service, IP unified communications, and emPOWER cloud connectivity and application migration.

How large is the Brotherhood of St. Laurence as an organisation?

The case-study page categorises the Brotherhood of St. Laurence as a not-for-profit organisation and lists an employee band of 1,001–5,000. This is the page's classification, not a verified current headcount.

What problem prompted the Brotherhood of St. Laurence to seek a new network partner?

The Brotherhood of St. Laurence's networking infrastructure had become unreliable and could no longer meet operational demands, prompting it to evaluate potential partners before signing an agreement with us in late 2015.

What strategy did you use for BSL's infrastructure capacity growth?

We developed a multi-step plan built on an Infrastructure-as-a-Service (IaaS) strategy, allowing the Brotherhood of St. Laurence to increase capacity over time on a consumption-based, pay-as-you-go model.