Case Study

Red Nose
Infrastructure Upgrade

The Company

Red Nose is a not-for-profit organisation which aims to save babies' lives through education and research. They are predominantly self-funded through initiatives such as Red Nose Day, raffle programs and community donations.

Challenges

> Ageing infrastructure no longer able to support their needs
> Future planned solutions could not be implemented
> Hardware failures were impacting day-to-day business
> Missing data after system back-ups

Outcomes

> Increased system reliability
> Eliminated hardware failures
> Opportunity for continued growth with users and applications
> Able to provide improved IT services to end users
> Improved data recovery times

Sourced from Red Nose

"The support from OIA has made it possible to rely on our IT system and we're looking forward to introducing new software."– Gerry Walsh, *Executive Manager of Strategy and Development, Red Nose*

Overview

Red Nose is a well-respected not-for-profit organisation with a highly successful history in health promotion, bereavement support, advocacy and research. They are heavily reliant on their own initiatives to educate the community and support grieving families.

Office Information Australia nominated Red Nose as one of their supporting charities to assist with a much needed infrastructure upgrade. With the help of a Lotterywest grant as well as pro bono technical support from OIA their IT system is now ready for future planned solutions.

The Need
Upgrade existing infrastructure to meet current and future requirements

With ageing IT infrastructure Red Nose were unable to move into the future and run more advanced applications. Software which had previously been donated was no longer relevant for what they required and this resulted in a number of issues which were impacting day-to-day business. It was evident an upgrade was required to provide improved IT services to staff. This would in turn make it easier and faster to deliver information and support to the community.

Red Nose had an end goal in mind where they hoped to implement a new CRM system and medical tracking software which would benefit them both now and in the future.

The Outcome
Implement a back end solution to fix ongoing issues and allow for future upgrades

To prepare for additional planned solutions new workstations, printers and phone system were installed. To improve connectivity the office was also fitted with a wireless network. Additional installation included new servers with redundancy, high level performance and networking equipment with the capability of running a number of different software applications.

OIA were able to introduce high availability which will increase system reliability and reduce the possibility of any minor failures. This will provide staff continued access to data and customer information.

With a new terminal server in place software updates are now much easier. Red Nose can maintain a controlled environment and also reduce the risk of viruses. This has already demonstrated significant improvements; when hit by a computer virus the new system allowed for fast recovery of data and minimal disruption.

As an evolving organisation Red Nose wanted to move into the future and put the wheels in motion for a more advanced IT system. Through implementing a back end solution and achieving increased reliability they are in a position to provide a more seamless service to the community.

About OIA

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OIA's Consulting and Professional Services team are able to deliver a full-service model, encompassing Strategic Planning and Procurement through to Implementation, Asset Management and ongoing support through ad hoc or managed services. Supported by a team of qualified professionals and a comprehensive best-practice library, OIA deliver robust and scalable solutions that meet the needs of your organisation both today and ongoing. Visit www.officeinfo.com.au for more information.

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