mcr

case study

Health Services Union depends on mcr to deliver critical IT support and infrastructure

Client Profile

Employees	75
Members	31,000
Founded	1911
Vertical	Trade Union
Website	www.hsu.asn.au

The Health Services Union (HSU) is a professional organisation/trade union who diligently represent their membership of around 31,000 health care workers. The Union's goal is to ensure their members are provided with a safe workplace and are remunerated fairly for their hard work. HSU members tackle a varied range of tasks that contribute to the wellbeing of thousands of Australian health care recipients.

Executive Summary

mcr Computer Resources (mcr) were selected to provide managed services to meet the HSU's information technology needs. The Union had been the victim of criminal corruption and needed a supplier who offered the highest professional and ethical standards. mcr tailored a solution that provided office applications in the cloud, complementing those with fixed, mobile, voice and data services. mcr's professionalism has restored the trust needed to build a mutually advantageous relationship and improvements to IT security have provided better safeguards to protect member privacy. The partnership has halved the cost of managed services, delivering a better return on investment for all HSU stakeholders.

- Comprehensive service providing end-to-end IT management from Data Centre to endpoint
- Reduced the cost of providing IT services saving the HSU 50% compared with their previous supplier
- Fixed price service helps budgeting and cash-flow management
- Service desk and service monitoring guarantees Enterprise grade IT performance levels
- Firewall management and monitoring provides around-the-clock IT security protection

"every mcr employee we have dealt with is proactive and professional"
Andrew Lillicrap

Assistant Secretary - Treasurer
Health Services Union of NSW

Solution at a glance

The HSU depends on mcr to deliver all of their Information services and provide service desk support. Because of the mobility needs of their employees, secure connectivity and uninterrupted service delivery are critical to guarantee that the evolving needs of the business are met.

- Service Desk – 24*7*365
- Infrastructure monitoring - 24*7*365
- Perimeter firewall management
- Data Centre and endpoint management services
- Enterprise grade Service Level Agreement - SLA
- Granular reporting and trend analysis
- Proactive system health management

Business Driver

HSU's previous technology partner was failing to meet the needs of their business. Because the selection process had lacked transparency, there were critical trust and privacy issues surrounding the choice of the supplier. The management team were also concerned that their business depended completely upon a very small organisation with limited skills. Even worse, the service levels they provided were inconsistent and not in compliance with their contracted obligations.

Outcome

The HSU selected mcr Computer Resources to provide an end-to-end managed service that encompassed all aspects of IT service delivery. To adapt to the needs of an increasingly mobile workforce, cloud based solutions were selected to increase flexibility and improve the user experience. Mobile and fixed voice/data services were bundled and Microsoft's Office 365 was selected as HSU's preferred office productivity application.

Conclusion

The loyal HSU employees and union members were oblivious to some of their previous management plundering their funds. They were forced to confront the realisation that their personal information, privacy and email communications had been intercepted and misused. One of the important requirements demanded by staff and members was that their trust must never be betrayed again. Suppliers must possess impeccable integrity and the highest levels of propriety. mcr's enviable reputation ensured that these requirements were met and a solid and trusting relationship has been forged that will continue to grow and prosper.

- Ensuring that transparency and integrity are uppermost in facets of the relationship
- Build robust and resilient infrastructure that reduces business risk and bolsters safeguards to protect stakeholder privacy `
- Invest time to understand the processes and technology that underpins HSU's ability to deliver the best member outcomes

about us

mcr have been building the digital infrastructure that powers Australia's economy for more than 25 years. Our value proposition is to provide reliable, simple, and convenient solutions that improve efficiency and enhance the competitiveness of your business.

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our services and products

- Cloud and Data Centre
- Managed Services
- Unified Communications
- Data and Voice Networks
- Information Security

contact mcr

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