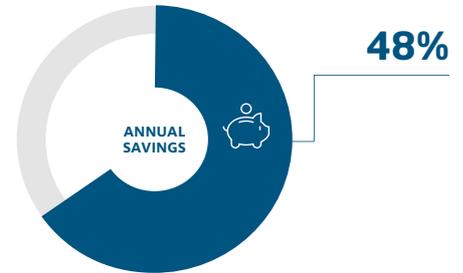


NFP Children & Youth Care Provider Achieved 48% Savings Engaging ERA Australia

SECTOR Children and Youth Care
COST CATEGORY Information Technology & Telecommunications



A MESSAGE FROM THE CFO;

“The work your team has already completed for us has been invaluable and much appreciated.”

THE RESULT

Client is an accredited child safe organisation, who advocate for and provide specialist care and services to those most vulnerable in the community, including children, young people and families who have experienced trauma from abuse. Its core business remains its response to the “high needs child”. Many of those children and youth have suffered chronic histories of multiple cases of abuse and display a range of trauma-related behaviours. Therefore, home care for children and youth will always remain its core business.

The client engaged ERA to review the Telecommunications expenditure to optimise performance, align technology to the business, and reduce costs where possible. In addition, there was an extra brief to reclaim contested payments from their incumbent telecommunications provider.

Problem was aging technologies that were expensive and no longer supported the change and future changes of the application flow. That is to say, from On-Premise to Cloud, they wanted to move from voice calls to collaboration.

ERA assisted in scoping and moving them from legacy voice services to using Microsoft Teams for calls. All the WAN was transformed to the internet only using SDWAN, whereas previously, they were using both MPLS and Internet.

Since engaging us, our client has achieved significant savings of 48% on their telephony expenditure and have received all the outstanding credits from historical overcharges. They have engaged a new supplier, and will benefit from ongoing monitoring and analysis of the IT&T expenditure.

Relationship with the ERA’s Client Acquirer and the Analysts’ knowledge of IT&T were significant factors in this client’s engagement.



“The substantial savings would contribute to our Digital Transformation project, which focuses on providing efficient and easy-to-use digital interfaces with our front-line staff.

As a result, they can spend more time doing what they do best, supporting the most vulnerable children & young people in our community and as well as support our ongoing sustainability.”

CHIEF FINANCIAL OFFICER
CHILDREN & YOUTH CARE PROVIDER