

Brennan brings CCIWA into the 21st century with a smooth transition to 100% cloud

A Microsoft Azure & Intune Case study

About Chamber of Commerce and Industry of Western Australia (CCIWA)

Chamber of Commerce and Industry of Western Australia (CCIWA) is a not-for-profit, member-driven organisation that provides quality, cost-effective information, advocacy, professional services for businesses. Having been in operation since the 1800s, it is one of the oldest companies in the state and was operating with a host of legacy technology systems. Brennan assisted with guidance of the technical architecture, helping to bring IT systems up to date and streamline processes to the cloud.

At a glance

Industry
Not-for-profit
organisation

Company size
200+

Country
Australia

Business challenge

Many of CCIWA's Onpremise IT systems were considered legacy debt, systems were slowing down processes, costing the business time and money, and preventing a shift towards a modern workplace.

The solution

Brennan worked with CCIWA to bring their operations into the cloud, setting up seamless integrations to modernise processes, and provide a versatile and fully manageable technology ecosystem.

The Results

The new systems have seen a reduction in logged jobs by 70%, drastically reducing resolution time spent on IT issues while, enabling remote working, and greatly increasing the organisations cyber security posture.

The Challenge

When Clint Collard took on the position of Associate Director of Digital and Technology at CCIWA, he inherited an environment that was based predominantly on-premise. The legacy systems caused fatigue in the business, delaying critical processes like delivering new hardware. What should have been simple tasks were inefficient and cost the organisation a considerable amount of time and labour. A complete overhaul was required to transform the way they operated, but limitations on staff and budget provided key challenges to achieve this.

The situation reached a breaking point when, amidst the COVID-19 pandemic, the company also needed to relocate their physical offices. Suddenly, there were two very pressing concerns: relocating a physical, on-premise system, and giving remote staff the access they needed. CCIWA were one of the first organisations to support a work-from-home model during the pandemic and were active in supporting transitions for other organisations in WA. This meant quick decisions needed to be made to support the new ways of working, mitigate security issues, reduce downtime, and preserve business continuity.

The Solution

CCIWA initially approached Microsoft for support but struggled to find case studies that reflected the challenges they were facing – a solution wasn't available to bring their legacy systems 100% onto the cloud.

Brennan was able to work alongside CCIWA to understand their unique goals and requirements for system transformation. Then, together, we worked in partnership to set up new systems and share knowledge so that processes could eventually be managed in-house.

A key component of the solution was a zero trust security model. This strategy was followed alongside a Microsoft Intune deployment, which allows simple integration into various Microsoft platforms like Microsoft Defender and Microsoft Purview, and easy, cost-efficient data security ingestion into Azure Sentinel.

The Result

CCIWA's cloud transformation has improved workflows and removed technical distractions, freeing up the CCIWA team to better support its members. The new systems have reduced logged jobs by 70%, providing full visibility of all devices in real-time, with remote-management capabilities and built-in cyber security to protect against data leakage.

Effective management of devices, including capabilities to instantly wipe data from compromised devices and safely redeploy new ones quickly, means processes that used to take weeks can now be completed in minutes. Operating system uplifts from the cloud have transformed months-long processes into simple 30-minute tasks.

As an organisation that serves a large federal client, it's important for CCIWA to be robustly protected against cyber attacks and data leakage. The new systems deployed by Brennan have created more trust in their security defences and made it easier to manage and demonstrate compliance for security certifications, like ISO27001. As well as offering enhanced security, the new digital solutions provide a more seamless transition through security layers for users.

"The relationship with the people at Brennan was brilliant. They listened to our needs and proposed solutions in a way that didn't feel like they were just trying to sell us services. The people that care about your environment, the ones that have interest, they're the ones you want to keep around."

**Clint Collard,,
Associate Director of
Digital and
Technology,
CCIWA**



Increased
cybersecurity



Decreased downtime
& increased
productivity



Enabled flexibility &
agility

The Brennan Experience

Brennan is uniquely positioned to transform, deliver, and manage your complete IT environment – so your people can have a truly seamless IT experience, wherever they are working.

We provide powerful technology solutions for Australian organisations, with a portfolio of services that ranges from strategy and advisory, to application development, to end-user support, and more.

Our teams are crazy about delivering an exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving a world-class Net Promoter Score of +80.

Get in touch with us today to see how we can help your organisation.

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