

# SCG transforms document management processes & boosts collaboration with Microsoft Teams

A Microsoft 365 Case Study

## About Springfield City Group

Springfield City Group (SCG) (“The Group”) are the developers of the master-planned city of Greater Springfield, in Southeast Queensland. The Group includes 14 different entities, spread over three locations, and employs over 100 people. SCG recently engaged Brennan to replace their existing document management and collaboration technology, which wasn’t integrated with the business’ broader IT ecosystem, and lacked scalability.

Brennan migrated SCG to Microsoft Teams – providing a unified communication and collaboration platform that combines workplace chat, video meetings, file storage in SharePoint Online, and integration with their other workplace applications. This has delivered vast productivity gains as well as significantly enhanced visibility, collaboration, security and flexibility.

## At a glance

**Industry**  
Property

**Company size**  
100+

**Country**  
Australia

## Business challenge

A document management and collaboration solution which wasn’t connected with the rest of the business’ IT infrastructure – limiting business productivity, visibility, and ability to scale.

## The solution

A seamless new solution that maximised the business’ existing investment in Microsoft 365, with Microsoft Teams and SharePoint, all supported by Brennan’s Managed Services.

## The Results

Moving to Microsoft Teams and SharePoint has delivered productivity gains for Springfield City Group and significantly enhanced visibility, collaboration, security and flexibility.

## The Challenge

As a busy real estate development company, it’s essential that Springfield City Group’s employees have a reliable, secure, and user-friendly way of sharing files and working on them together. The Group found that with its existing document management platform, staff were finding it hard to retrieve and update documents, among other challenges. As a result, many staff were finding their own workarounds to usability problems, or simply not using the software at all. Shadow IT was becoming a problem and posed a security risk. The existing solution was also quite costly, and simply not providing the business with the return on investment it needed. SCG turned to Brennan – with whom they had an existing partnership – for help.

## The Solution

Brennan worked closely with SCG to understand their business requirements, and recommended migrating to Microsoft Teams, as a natural extension to SCG's existing Microsoft technology investments.

"We wanted to make a deliberate move towards more Microsoft-based products so we could achieve greater integration across our business. It was definitely a high-level decision to restructure our system architecture in line with this," says Ashlee Waldorff, SCG's ICT Systems and Reporting Specialist.

Microsoft Teams and SharePoint were rolled-out gradually to minimise disruption to the business, aid change management and maximise adoption, as well as to ensure any potential issues could be detected and resolved before the full migration.

Brennan worked tirelessly to help SCG migrate their existing files in the most time-effective way.

"We couldn't have asked for a better partner for this project than Brennan" says Ashlee. "It was quite a big step for us to implement a new document management and collaboration solution so soon after the last one, but Brennan was there with us at every step and their expertise was amazing."

"We knew it was going to be a challenge to migrate our data and the Brennan team was relentless in finding ways to help us – even finding a software provider in Europe that could help to export, convert and import. Even though this meant a lot of after-hours work, and a lot of going back and forth, the team were so dedicated and invested and they never gave up," she adds.

## The Result

With a new solution in place, SCG's employees can now collaborate more easily and effectively as they have a reliable, one-stop-shop for content and knowledge sharing. Employees can also work effectively from anywhere, and from any device – with the collaboration tools they need at their fingertips.

According to Waldorff, one of the biggest benefits has been the enhanced visibility, transparency and insight provided by the new solution. "Out of the box, SharePoint offers a great admin portal where you can get fantastic insights on data storage, file sharing and access permissions. I get email notifications if something significant is deleted or changed. From an IT management perspective, this has been a real game changer," she says.

Another key benefit is the level of flexibility afforded by the new solution. "SharePoint has been great in terms of being able to create guest accounts and access. This simply wasn't an option with our previous solution," she adds. "It's also far easier for our people to now work remotely if they need to."

"Teams has also encouraged people to communicate more frequently and effectively. Rather than drafting a long email, they can now just flick through a quick message. This makes sharing information and collaborating much easier," she adds.

Overall, SCG's file management is now more secure and easy to manage. Uptake amongst employees has been high, and anecdotal feedback is very positive.

"Most employees are now happily using Teams and SharePoint, and we've been able to say goodbye to shadow IT, which has been really important," says Ashlee.

***"I'm really pleased with the outcome. There were a few unforeseeable challenges, but Brennan met each of them head-on, and overcame them, every time."***

**Ashlee Waldorff,  
ICT Systems and  
Reporting Specialist,  
SCG**



Enhanced collaboration



Increased visibility,  
transparency & insight



Greater workplace flexibility

**brennan\_**

## 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.

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