



CASE STUDY
**EMPOWERING PEOPLE
TO COMMUNICATE AND
COLLABORATE ANYWHERE**

Noosa is recognised as one of Australia's premier residential and tourist destinations. Noosa's economy is characterised by its small scale, its environment, the proportion of open space to development, a service industry base and cultural and creative values. After re-establishing on 1 January 2014, Noosa Shire Council's focus in the new era has been on building upon the values, services and organisational performance guided by the community.

UNIFIED COMMUNICATIONS AS A SERVICE

NOOSA SHIRE COUNCIL

Empowering people to communicate and collaborate anywhere through an integrated solution and delivered on a pay per month basis.

THE CHALLENGE

Faced with the upcoming de-amalgamation of the Sunshine Coast Regional Council, Noosa Shire Council had a requirement to build and manage a complete network and communications environment for their multiple locations and their mobile workforce. Specifically they required:

- + Access to infrastructure to run a range of business applications as required.
- + A hosted Unified Communications platform.
- + A hosted Email platform.
- + A private Wide Area Network connecting all of Noosa Shire Council's locations.

To add to the challenge the network and communications environment needed to be operational in a compressed timeframe.

THE SOLUTION

To deliver this environment, Nexon provided a complete managed service that encompassed all of Noosa Shire Council's network and communications requirements. The managed service is divided into 3 key areas:

- + Provide and manage a hosted Unified Communications platform utilising Skype for Business to replace all existing PABX requirements.
- + Provide and manage a hosted Exchange 2013 platform built and maintained in Nexon's Data Centre.

- + Provide and support a fully managed MPLS network to all required Noosa Shire Council sites.

THE BENEFITS

By taking the three key service areas and delivering them as a single managed service, Nexon has provided Noosa Shire Council with a complete network and unified communication solution, offering greater functionality, improved TCO model and guaranteed service.

+ Greater Functionality with Skype for Business.

The new Skype for Business Unified Communications platform combines the core applications that Noosa Shire Council employees use every day: Telephony, Voice Mail, Instant Messaging, Microsoft Office, Video, Audio and Web Conferencing.

The solution is delivered with a single unified client, regardless of the device an employee uses. This functionality, combined with the almost ubiquitous access to high speed data connectivity, has provided Noosa Shire Council employees the ability to connect irrespective of location and device.

+ Improved TCO via a "per seat per month" investment model.

Nexon has built the hosted Skype for Business and Exchange 2013 solutions in its data centres, using Nexon's virtualised infrastructure and configured as a "dedicated instance" specifically for Noosa Shire Council.

“ We were very impressed with the Nexon team's professionalism and skills, how hard they worked for us, responsiveness to requests and the project management to keep it on track.

Justin Thomas
ICT Manager
Noosa Shire Council

This model has allowed Nexon to deliver a complete Unified Communications managed service via a "per seat per month" investment model, in turn allowing Noosa Shire Council to pay only for what they use, with minimal upfront costs.

In addition, by creating a dedicated instance, Nexon not only created a tailored solution meeting Noosa Shire Council's specific requirements; but also, a solution that smoothly integrates into their existing IT infrastructure becoming just a simple extension of the existing environment.

+ Guaranteed Service via Nexon's managed MPLS network.

Nexon has delivered a fully managed MPLS service for Noosa Shire Council, utilising a range of network access technologies. Nexon's provisioning and management of the MPLS network gives Noosa Shire Council access to a solution that provides guaranteed Voice and Video quality, whilst still maintaining service for the existing data requirements.

Combining Nexon's expertise in IT infrastructure, hosting and managed services with Skype for Business, has allowed Nexon to create a Unified Communications and network platform for Noosa Shire Council, which not only successfully interoperates with their existing IT applications, but can also be rolled out where and when it makes sense, on a per seat, per month basis.

ADDITIONAL SERVICES PROVIDED TO NOOSA SHIRE COUNCIL

As part of the managed service, Nexon also provides the following services

- + Management of the Cisco switching environment
- + Telecommunications carrier services
- + Management of the desktop environment
- + Hosted Server environment supporting a range of Noosa Shire Council business applications

To find out how Nexon can transform the way your people connect, interact and collaborate, email us at absolute@nexon.com.au, visit nexonabsolute.com.au or call 1300 800 000

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