



CASE STUDY: “InfoXchange is our IT lifeboat”

We needed to move from a physical server to a cloud environment and had started the process with a migration to SharePoint. However, this was not supporting our way of working and we knew we were not taking advantage of the many benefits MS Teams would provide us. In stepped InfoXchange who took us through a consultation process to help us to understand what our pain points were, identify a few quick fixes, and work with us to develop a implementation plan to fully migrate us to a Teams environment.

Alongside this work they have also helped us with strategic and practical advice for a new CRM implementation and identified and introduced us to an external project manager so that we now have both these projects working in tandem. We are a small NFP with 12 mostly part-time staff and no internal IT expertise. Until now the thought of upgrading our CRM and migrating to the cloud, though entirely necessary, was daunting and posed considerable risk to our operations.

We are now confident we will have collaborative IT systems and tools tailored to our needs, easy for staff to use and focused on our end users. InfoXchange really understands the sector and the specific needs of small NFP organisations. They not only provide the support on all the back-end IT infrastructure development and implementation but they bring staff along and provide tailored training. By providing this free expertise we could use our social sector transformation (SSTF) funding on the systems we needed and not expensive consultants. Plus it has allowed us to focus on our job – supporting and advocating for our sector – and not stressing about IT systems!

The time commitment from us has been really manageable, about an hour every week or two, and I actually have a smile on my face every time I leave a meeting with InfoXchange.

We are just beginning our journey with InfoXchange and are so relieved to have someone to walk alongside us as we transform our IT operations over the next 12 months.

Louise Gardiner

Team Manager – Operations and Members, DVNSW