



**Unmanaged IT  
is Your Problem.**

Make IT ours.

**microsolve**  
IT Solved.

## **Moving From an Ad-Hoc Unmanaged IT Service to a Managed IT Service**

# Overview

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Understanding the importance of reliable IT systems within healthcare is at the core of Microsolve's operations. Sapphire Coast Community Aged Care's transformation from unreliable systems to clear and strategic IT Solutions is an excellent example of the substantial impact that expert guidance and management can have on an organisation.



Sapphire Coast Community Aged Care is based in Bega and Pambula, NSW. Issues with data backups, a lack of IT system documentation, and an unclear IT support strategy were catalysts for the selection of Microsolve as the organisation's preferred IT outsourcing partner. They needed a partner capable of navigating the complexities of IT management and ensuring an efficient and secure IT infrastructure.

# Client Background

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Prior to engaging Microsolve, Sapphire Coast Community Aged Care's IT focus was transactional in nature and based on ad-hoc break/fix engagements with a number of providers. A more strategic approach was required to boost transparency and strengthen their IT infrastructure.

The existing support system they had been dependent on lacked reliable backups and thorough documentation, leaving them exposed to various risks and uncertainties.

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Understanding the importance of reliable IT systems within healthcare is at the core of Microsolve's operations. Support our clients during challenging times, ensuring continued productivity and flexibility.

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# Challenges

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The CEO and Board at Sapphire Coast acknowledged the risks associated with their underdeveloped IT system and the serious implications it could bring. The lack of established backups, unclear remote access permissions, and an inadequate PABX system all required immediate attention and enhancement.



# Solutions

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Rising to the challenge, Microsolve understood that the foundation of effective IT management begins with a comprehensive knowledge of the existing framework. Microsolve undertook a thorough audit to pinpoint the strengths and weaknesses present.

Microsolve set about bringing a new level of sophistication and functionality to Sapphire Coast Community Aged Care's IT environment, from revitalising backup processes to establishing clear documentation and resolving remote access concerns. The strategy involved embracing cloud computing through AWS, as well as streamlining the disconnected IT infrastructure into a smooth-running managed IT service.

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# Results and Benefits

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The transformation that Sapphire Coast Community Aged Care's IT system has undergone is both noticeable and profound. It has become a more efficient entity, with improved functionality and transparency. This supports the company culture of continuous improvement.

As a result, the organisation has become a resilient model, empowered by the assurance that comes with a healthy IT infrastructure.

Microsolve's responsive support centre is always ready to provide reassurance and ongoing assistance, addressing any remaining concerns that may arise during unforeseen challenges.



# Conclusion

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Microsolve provides expertise, precision, and a deep understanding of businesses' and individuals' unique requirements to help achieve a secure and optimised IT environment. Services provided to Sapphire Coast Aged and Community Care included technology consulting, custom tech development, and Azure and AWS cloud solutions.



Microsolve's commitment goes beyond delivering superior IT solutions; it's about building long-lasting relationships based on trust and satisfaction. Ensuring success is not just a promise; it's the standard.

Partnering with Microsolve means embracing the reassurance and progress that come with working with a reliable and empowered technology partner.

Your journey to IT excellence and a direct route to a secure and reliable technological future starts with Microsolve.



IT Solved.

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