

Anglicare Victoria create a roadmap for the future with Logicalis

Logicalis consulting and advisory leaders were looking at ways to create innovative services to support our managed services customers. The concept was born of a role that would augment the customer's IT Strategy and supporting technology roadmap.

What customers were asking for is a trusted partner who can understand the enterprise architecture within an organisation and bring to the table thought leadership and innovative solutions to both map and accelerate the technology environmental changes, broader goals and both strategic and operational objectives.

At the same time Anglicare Victoria, was looking to perform a complete audit of their overall IT environment to complete an Environment Management Plan (EMP) for the purpose of ensuring currency of platforms, production environment changes and thus reduce technology risk across the organisation.

Challenges

Anglicare Victoria and Logicalis had a great history together, so when the concept of the ATL role was mentioned, they were interested in being a beta customer.

Dean Mills, Head of Technology at Anglicare Victoria, had a challenge where this role could assist. Ahead of creating the IT strategy for the group, he needed to have a consolidated view of the technology stack in Anglicare's IT environment and understand what was being supported and by who.

With Logicalis managing a large portion of their environment, not all of the information lived in-house, so when Logicalis consultant Adrian Alatsas suggested Anglicare Victoria be the beta customer for this new service, Dean jumped onboard.



Solution

The consulting service offered by Logicalis consulting and advisory team was an Account Technology Lead (ATL) function which provided oversight into the full enterprise architecture of the organisation.

Logicalis consultant, Adrian, started by conducting a full review of the IT environment at Anglicare Victoria to understand what they had and who was responsible for what. With a consulting mindset, Adrian knew the right questions to ask the Anglicare Victoria IT team to get a full picture of the entire technology stack and where each item was in its lifecycle.

Logicalis audited and documented the following items into a consolidated view of Anglicare's environment, which outlined:

- The technology they had deployed
- Which version they were currently on
- Where it was in the lifecycle
- The support model (in-house or external)
- When it went end of life

The consolidated view allowed Dean to see what was missing from the roadmap to support his IT strategy. It also highlighted the future investments that were required and what they need to decommission, so they weren't spending time supporting legacy technology.

With all inhouse resources on other competing projects, it would have taken someone internally a long time to get it done to completion, jeopardising the strategic inputs required for the IT strategy.



Benefit

The outsourcing of the IT roadmap creation allowed the Head of technology to get visibility into the entire IT portfolio, providing:

- A tool for executive management buy-in to understand the criticality of the IT roadmap
- Visibility into what resources are needed to support the plan
- A view on the investment requests requiring a business case and budget in the next 18-24 months
- A view on risks associated in supporting the Anglicare Victoria production environment
- A view on where each technology is in its lifecycle, what the risks are and any forthcoming end of life programs.

Result

With the roadmap delivered, the IT team have a living document with which they can manage their environment and support better foresight of projected IT spend. This allows the whole team to be confident that their credibility with the organisation remains strong. They can also communicate to stakeholders on priority projects upcoming schedule resources to cover the necessary upgrades accordingly.

Head of technology at Anglicare Victoria, Dean Mills, advises:

“Thanks to Logicalis, we now have a roadmap based on prioritisation of work programs, based on risks, net benefits, strategic alignment and investment cycles. Importantly we also have a strong, tangible basis for formulating the ‘investment bid’ or ‘annual budgeting submission’ (both Capex and OPEX) for the CEO, CFO and the Board, Finance, Audit and Risk Committee.”