



Intra Tec Case Study

New Direction Care

New Direction Care offers the essence of modern day living for those who seek assisted living facilities.

The Client

Perfectly located between Brisbane and the Sunshine Coast, New Direction Care offers the essence of modern day living for those who seek assisted living facilities. New Direction Care is open to everyone with an ACAT Assessment, including those supported by the Government.



The Challenge

A first of its kind in Australia, Intra Tec was brought in to design the technology infrastructure of New Direction Care from the ground up. This process required a strategic approach delivered by a team of experts who had the capability to provide full circle IT solutions.

Intra Tec was engaged to provide in depth planning and project management from design to installation. This project required the innovative use of technology as the Intra Tec team played an integral role in coordinating and developing a custom technology platform factoring in multiple technology vendors.

As with all custom projects of this calibre, the client required a

Deliverables

- Managed Services IT Support.
- Server / Network Maintenance & Management.
- Backups and Disaster Recovery.
- IT Consultation.
- Cyber Security and Anti-Virus Services.

Locations

- 41 Lotus Ave, Bellmere, QLD, 4510

Sector

- Aged Care

team of professionals who could provide face to face services on location as well as ongoing security and maintenance services management. The client required the flexibility of a team who would also be called upon for ongoing support of the organisation through its general day to day running.

New Direction Care was a pioneer development and therefore required a team of experts who could successfully and efficiently service their requirements with innovative IT practices in a changing landscape. This would be essential in an environment where wireless access, high grade internet and security were paramount.



The Solution

From the outset it was clear that New Direction Care required a robust infrastructure to support their pioneer development. Intra Tec planned and established a robust, secure, and stable IT Infrastructure to meet the needs of the client with innovative and practical IT solutions.

With an organisation relying heavily on multiple types of technology, Intra Tec set the parameters for high grade internet and wireless access to service their technology and communication requirements.

Intra Tec provided a stable and state of the art networking/wireless system to track residents via RTLS.

Technologies

- Palo Alto Firewall
- Exetel Fast Fibre Internet Connection
- Aruba Network Infrastructure.
- Cisco RTLS Tracking via Wi-Fi
- Fredon Advanced CCTV Equipment
- Sonitor Sense RTLS
- Cisco Wireless
- Dell Servers and PC's
- Datto Backup Equipment.

Intra Tec has been working in Aged Care for over 20 years providing IT Solutions, Project Management, Integration Services and Consultation across multiple Aged Care Providers including New Direction Care, Synovum Care, and many more. Intra Tec understands the challenges of working within the aged care sector and consistently provides professional IT solutions to manage the client's custom requirements.

This was achieved via the Sonitor Sense RTLS and Cisco RTLS Tracking via Wi-Fi – a multi-pronged approach to guarantee superior security for staff and occupant.

The system is protected with high grade server support, backups, and security, while the building itself is equipped with the top of line Fredon Advanced CCTV equipment. Australian-based, Intra Tec's customised hands-on approach to providing tailored IT management services allows for premium and personable support in real time. Intra Tec partnered with New Direction Care to bolster the organisation's performance to safeguard the businesses' long-term success.



A Trusted Advisor for all your IT Needs.

Our IT team provides us with a single point of contact for all of our technical needs, including immediate access to Senior IT staff. We have been working with Joe, James and the team for over 15 years, so if you want a trusted advisor for all your IT needs, Intra Tec is the firm I would choose particularly as they understand the Aged Care Industry.



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