

Intra Tec Case Study

Participate Australia

Participate Australia is a not-for-profit (NFP) disability services provider.

The Client

Participate Australia is a not-for-profit (NFP) disability services provider. Participate Australia provides person-centred assistance and support for people with disabilities, their families and carers, underpinned by their motto of “empowered living”.



The Challenge

The challenge within the NFP sector is working within the constraints of funding and grants. Providing affordable solutions for ever-changing client needs poses a challenge when budget does not allow for new and systematic technology upgrades.

When working with NFP clients such as Participate Australia, it is therefore essential to be mindful of budget constraints and to work within these parameters. Working to ensure the core components of the desired outcome must take precedence to ensure the objective is achieved with a strong focus on longevity.

Participate Australia required a high-grade internet connection with

Deliverables

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

Locations

- 113 Edwin St North, Croydon, NSW, 2132
- 89-91 Great North Rd, Five Dock, NSW, 2046
- 14 Smalls Rd, Ryde, NSW, 2112

Sector

- Not for Profit (NFP)

secure Wi-Fi services across their organisations.

Connecting various locations via a singular network was paramount to ensure cohesiveness and transparency organisation-wide with the added reassurance of network management and maintenance backed up by disaster recovery support.

Effective and timely communication was paramount to support the business with correspondence that was easily understood and delegated accordingly. Friendly, professional, and personable assistance was essential in supporting the business with ongoing IT management services.



The Solution

Specialising in Re-furbished IT Equipment and NFP Discounted Licensing/Software, Intra Tec had the privilege of providing Participate Australia with premium products at a reduced price. By re-furbishing hardware and IT equipment, Intra Tec was able to provide the client with an array of hardware, software, and services to ensure the professional running of their organisation with up-to-date technologies – all while considering budget constraints.

To keep the organisation connected with a network that services all members, it was essential to establish this with wireless, networking and back-up equipment. Intra Tec designed and installed an effective Wi-Fi solution that not only provides fast internet to members and staff

but also allows them to stay connected with minimal recurring costs. From computer hardware including HP computers to fast fibre internet connections, Intra Tec achieved a successful outcome for Participate Australia with a fast, secure, and seamless Wi-Fi set-up throughout their organisation. The network continues to allow staff to connect and work together in a professional and functional format with IT support just a phone call away.

Intra Tec has a deep understanding of tenders and grants and their impact on the long-term viability of NFP organisations. Intra Tec commits to providing professional management services to support NFP clients from application processes to install and ongoing support.

Technologies

- Datto Wireless, Networking and Backup Equipment.
- Exetel Fast Fibre Internet Connections.
- Aruba Wireless Bridges.
- DELL Servers.
- HP Computers.

Having provided IT support and services for NFP organisations in the disability and aged care sector for the past 20 years', Intra Tec understands the landscape of this sector as well as the complexities of funding constraints and grants. Intra Tec provides full circle IT solutions to ensure the safe and proficient running of organisations and facilities with timeline and budget in mind.

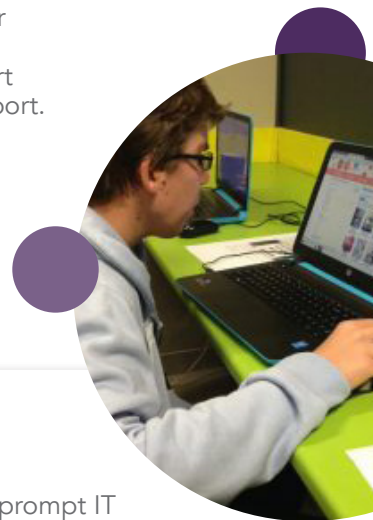
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Professional, True to their word & Deliver on Time

Being a Not for Profit organisation having a reliable and prompt IT service provider that understands we have limited resources has been invaluable. They will always source the best and most affordable solution to meet our ever-changing needs. Intra Tec communicates with us in a way that we understand, and will always be able to determine which person from their team has the best skills to tackle the task in hand. If you are on the fence about choosing an IT Service Provider, don't hesitate. They are always professional, true to their word, deliver on time, and within budget.

Susan Woodhouse
CFO, Participate Australia NSW

Participate
Australia





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