



## Leveraging Office 365

Covering 1,747 square kilometres, the Macedon Ranges Shire Council is one renowned for its pristine landscapes, native forests and unique natural features. Whilst staff based in the council's service centres of Kyneton, Gisborne, Romsey and Woodend had access to internal collaborative resources, the elected Councillors – most of which are based offsite – did not.

A number of solutions were investigated by the Council (including competing cloud platforms and hosted desktops), however none provided the level of integration nor flexibility that their existing IT footprint demanded. Recognising the need to improve community interaction whilst maintaining simplicity, manageability and interoperability led the Council to appointing NGage Technology Group for their Office 365 pilot initiative.

### SOLUTION

NGage Technology Group proposed a solution that enabled MRSC to migrate users (i.e. Councillors) to the cloud on an ad-hoc basis, whilst retaining the integration and manageability of their existing environment, including:

- The exchange of free/busy calendar data and maintaining scheduling;
- Using the same administrative console to manage both cloud and on-premises users;
- Automatic re-configuration of end-user applications and devices, and;
- Maintaining compliance within the Council's security framework.

The proposed solution involved the introduction of Office 365 (including Exchange Online, SharePoint Online and Lync Online) along with an extension of their existing on-premises environment to the cloud. This enabled the Councillors to retain their existing credentials, email addresses and contact points, whilst empowering them to further leverage the Office 365 toolset to augment the free flow of information.

### IMPROVEMENTS

By selecting NGage for their Office 365 implementation, the Council realised the following improvements:

- Real-time access and collaboration on Microsoft Office documents via SharePoint;
- Improved communications through the use of Lync for messaging and conferencing (IM, audio and video);
- The capability for the Office 365 environment to be fully managed within their existing Active Directory environment;
- A reduction in cost compared to an on-premises based solution, negating the need for new hardware (a quantifiable cap-ex reduction);
- Rapid turnaround on implementation versus an internally delivered project, freeing up resources to focus on the organisation's core strengths;
- A facility to easily on-board users to the new cloud platform;
- Much larger mailbox capacities (50GB), including legal hold/audit functionality.



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### QUOTE

“Just thought I would give you a quick email to say how pleased we were with Tim and the recent Microsoft Office 365 project that NGage Technology Group completed.

Tim’s work ethic was great and he was respectful of all the team questions and the company’s objectives and managed the entire Office 365 process remarkably.

**The extra level of documentation that NGage provided, that was above and beyond the norm is greatly appreciated and a true reflection of your company values, providing World Class Service.**

Thank-you once again for making Tim available for this project, we will be sure to use NGage Technology Group’s services again when the need arises”.

### Maureen Trezise

IT Manager  
MACEDON RANGES SHIRE COUNCIL  
(Contact details provided on request)

### BENEFITS

This implementation has provided Macedon Ranges Shire Council the option to – now or in the future – eliminate on-premises infrastructure (and move to a cloud environment with minimal effort) with no discernible impact to users. Enabling the business to utilise a phased (rather than ‘big bang’) approach significantly reduces risk and empowers individual users or departments to migrate when it suits them.



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**Maureen Trezise**

Macedon Ranges Shire Council