

Case Study



Proudly giving back to the community **Mangrove Housing**

Mangrove Housing is a not-for-profit organisation that helps local communities access affordable housing solutions. With three Brisbane locations, their technology systems need to be secure, and provide a seamless user experience for their team who are committed to putting clients first.

The Challenge

Established in 1993, Mangrove Housing offers tailored services and solutions to a range of people in need. Managing 750 properties in South East Queensland and assisting over 2000 people each year, they were looking for a new IT provider who could better support their IT environment, enhance cyber security, and improve daily operations.

Kristy Bailey, CFO said, 'While we had already begun our journey to the cloud, the Microsoft 365 platform had many additional functionalities and security features available that were not being utilised by the organisation.'

Prior to TechPath's engagement, Mangrove Housing were experiencing varied levels of technical support from their IT provider, Internet connections were not adequate to handle the new cloud environment, and multi-factor authentication (MFA) was enabled for only 50% of employees leaving the other half vulnerable to cyber-attacks.

The Solution

TechPath conducted a comprehensive assessment of systems and processes and presented a strategy that would increase security and simplify the technology environment.

This incorporated a managed IT service agreement that would cater to their immediate and ongoing support needs, with the flexibility for future enhancements, and TechPath's 'no lock in contracts' guarantee.

All end users were licenced with Microsoft 365 Business Premium subscriptions, combined with MFA, conditional access for end user security, Defender for Office 365 for email security, and Defender for Endpoint for device security.

A centrally managed password solution was implemented, and Azure Active Directory and Intune configured for enhanced management of user devices. New firewall appliances were installed at all locations to increase network security, along with faster Internet connections at applicable sites to ensure seamless access to the enhanced cloud environment.

The Outcome

The solution was developed in consultation with TechPath's Dan Hill and key team members at Mangrove Housing and has addressed all the known IT challenges.

They are now experiencing greater visibility with centralised cloud management of computers and mobile devices, along with improved security for emails and company data. Modern and flexible access to company documents has improved productivity, and faster Internet has enhanced user experience. Backups are now simplified and securely stored in the cloud, and ongoing user awareness training ensures employees are kept up to scratch on the latest cyber security threats.

Mangrove Housing went to tender for managed IT services and selected TechPath because of the value for money and being able to locally service their three Brisbane offices. Kristy said, 'We feel TechPath are a supplier we can trust and are truly brilliant at what they do.'

When asked if she had any advice for other businesses looking to review their IT arrangements, Kristy said, 'Every business should take cyber security very seriously.'

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