Case Study

the
CLIENT

HPCA care & support
Hospice Palliative Care Association of South Africa

Founded in 1986, the Hospice Palliative Care Association of South Africa is a national organisation operating in all 9 provinces in South Africa with 189 member and affiliated hospices countrywide.

The HPCA is central to policy making and support for all hospices within South Africa and has a nationwide support structure consisting of 120 staff members, many of whom operate from rural locations. The organisation also operates a central head-office, based in Cape Town, consisting of 40 staff members.

From a technological perspective, the ability to communicate seamlessly, as well as both access and keep data secured is paramount to the efficient daily management of operations. Avoidable problems that hamper how individuals communicate with each other and utilise data and applications, can have a direct and negative impact on the Associations mission of providing support to their member hospices and partner organisations.

the
CHALLENGES

Location

Because the HPCA team is largely mobile and situated in a diversity of locations, both urban and rural, across South Africa, deploying any new technology to them presented a significant challenge.

With over 100 notebooks across these diverse locations that needed to have data backed up and saved, in addition to being set up with the correct software for users, a flexible but streamlined solution would be required to enable the successful roll-out of this project.

Internet Connectivity

Due to their locations and the mobile nature of their work, many users at HPCA use 3G USB Dongles in order to access the internet. With the variable availability of the 3G network in rural locations, as well as the cost of data via this service, data usage and accessibility was a concern.

the
SITUATION

Infrastructure

The HPCA had been struggling with the manner in which their existing structure was set up. Although their users did have access to SharePoint, they experienced ongoing problems in trying to access and use their infrastructure, services and information.

Communication

The HPCA had found their existing email platform to be unreliable as email was not accessible at all times.

Technical Support

The technical assistance that was available to them, did not provide the support they really required, nor the turn-around time that they needed when queries were lodged.

Data Security and Back-up

The HPCA field teams around the country mostly use laptops to access and update data and in some cases, also use tablets and SmartPhones for work and communications. The field teams had a doable, but fairly rudimentary manner of backing up data, in that they utilised a USB flashdrive or external hardrive to create a second copy of all the data that they had on their laptops. They were expected to create .pst files for their emails regularly, as well as back-up their data, however this understandibly was rarely attended to as required. About 25% of the HPCA data used and stored by individuals, is sensitive and requires the correct storage facilities to ensure optimal data safety.

Data Loss, Access and Workflow

Because data was not adequately backed up and secured, the HPCA faced the constant threat of the loss of its intellectual property due to technology failures, as well as human error. In addition, if a laptop did fail, not only was data permanently lost, but software had to be re-instated, resulting in time being lost to get the user back up and running. with a new device.

the
APPROACH

After in-depth discussions with the HPCA to understand precisely their needs as an organisation, MMC prepared a highly detailed, step-by-step project implementation plan which included the migration dates and deployment procedures for the organisation as a whole and each individual User Profile. This included the back-up and correct storage of emails and data throughout the HPCA user network.

Due to the diverse location from which the HPCA team operate, many of their laptops were couriered to our offices in Cape Town, where the MMC technical team worked around the clock to set up each laptop as quickly as possible and ship back to each user.

Office 365

the
SOLUTION

MMC proposed Office 365 as a comprehensive solution to the infrastructure, communication and data management requirements that the HPCA had. *These included:*

Centralised, Secure Data Storage	A centralised repository for the secure storage of all data using OneDrive and simplified file synching.
24/7 Access to Data from any Location and Device	Immediate access to all data including email and documents via SmartPhones, Laptops and Tablets.
Centralised Email Management and Archiving	Immediate online access and storage of email and automated archiving of emails older than 2 years.
Larger Data Storage Capacity	1 TB personal document storage capacity and unlimited email box sizes.
Instant Messaging (IM)	Immediate communication and file sharing with co-workers and clients.
Standardized Office Software	Company-wide deployment of the same Office applications and simultaneous, ongoing software updates to all users.
Efficient Collaboration	Multi-user, concurrent, real-time access and editing ability on all shared and accessible Microsoft Office documents.
Flexible Licensing	Prompt deployment of new and removal of redundant user licenses.

the
ADVANTAGE

The adoption of the Office 365 solution has provided numerous improvements to how the team at the HPCA work together and communicate. As a highly mobile team, their access to data via a multitude of modern devices has enhanced their workflow and ability to meet the organisatons objectives.

Data security challenges have been met and the HPCA now has full, centralised control over all documents and email records produced and utilised by its team members. In addition, licensing concerns are a thing of the past and previously high infrastructure costs have been addressed, providing an enhanced, standardised and continually updated software solution to all users at a significantly reduced overall cost to the organisation.

Due to correct licensing and secure data management, the HPCA has also enhanced its compliance obligations.

When technical queries and challenges do arise, the HPCA now benefits from MMC's dedicated 24/7 Service Desk which provides unlimited desktop support.

the
IMPACT

"We chose MMC as our service provider as their approach to us as an organisation was softer and more flexible than some of the other firms that we reviewed. They have a deep level of up-to-date IT knowledge, especially at management level, and continue to make an effort to understand the dynamics of our organisation. In addition to their detailed initial assessment, their efficient tech team has displayed good committment when it comes to delivering projects, managing our IT needs on a monthly basis and providing detailed activity reporting.

MMC has assisted us by implementing a far more efficient internet solution which has significantly improved our internet connectivity and enhanced our internal platform.

With Office 365 our previously untenable email problems have been cleared up and our documents in the field are now fully secure because of the automated back-up that OneDrive provides. In addition to saving us cost, this project has ensured that we are now more prepared and aligned to start moving our entire infrastructure to the cloud, a move which will further reduce IT costs for the organisation."

Callen Hodgskiss | CFO - HPCA

Talk to us

Chat to our expert team at MMC and let us devise a cost efficient, user-friendly, flexible and secure technology solution to help your organisation succeed.

Carl Middlekoop
New Business Development Manager

Telephone: +27 (21) 530 1600
Cellphone: +27 (72) 392 3117
Email: carl@mmc.za.com

Dale van der Berg
Account Manager

Telephone: +27 (21) 530 1600
Cellphone: +27 (82) 922 2430
Email: dale@mmc.za.com