Transforming day-to-day productivity for a remote Aboriginal health organisation

Read about how Suredeploy partnered with eMerge ITS to help modernise their endpoint management services.

The Challenge

- Help eMerge ITS deliver a best-in-class Intune Cloud based Device Management Solution to a remote Aboriginal health organisation.

The Solution

- A new, Cloud based Device Management Solution for all employees, deployed via Intune and SureDeploy.

The Result

- The health organisation now enjoys:
  - A consistent, secure, next-generation SOE, with cloud-based updates to security policies and applications.
  - An 'access anywhere' tech solution for all employees.
- For eMerge ITS, the solution delivered a more streamlined, reliable and efficient deployment and management process.

Client Overview

eMerge IT Solutions

eMerge IT Solutions Partner Overview Emerge IT Solutions (EIT) is proudly owned and operated by Territorians who have been providing IT services in NT for over 25 years. EIT is a merger of two long terms successful NT businesses, NT Technology incorporated in 1995 and Immense Data in 2010.

EIT has won numerous awards such as Outstanding Achievement Award – Canon Australia, Business of the year finalist, Million Dollar Club Member – Leading Edge. This continues their winning track record with NT Technology, having won numerous awards such as Telstra and Northern Territory Government Small Business Awards and several Chamber of Commerce Business Awards, highlighting their commitment to excellence.

For over 25 years, Emerge IT has been providing technology services to a remote indigenous health organisation in the NT. This organisation, which is spread across eight disparate remote locations, and supports around 300 devices, was looking to shift its desktop tools to the cloud.

Emerge IT turned to SureDeploy to deliver a seamless transformation which included:

- A unified and Device Management Solution.
- Secure access to files for health employees across the organisation.
- Improved tools for daily communication.

The organisation is now able to deliver a far superior service to Aboriginal communities and individuals in need.

Local Ownership and Legacy

Territory-owned company formed from NT Technology with over 25 years of service in the NT

Award-Winning Excellence

EIT has earned multiple industry awards, including from Canon Australia, Telstra, and the NT Government

Remote Health Support

EIT has long supported a remote Indigenous health organisation across eight NT locations, managing around 300 devices.

Cloud Transformation

Using SureDeploy, EIT delivered secure file access, unified device management, and better communication tools, enhancing services to Aboriginal communities.

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> "When we went searching, SureDeploy came up trumps in terms of its offering and value. SureDeploy has really alleviated complexity associated with desktop management, and enables us to seamlessly provide a reliable, fully updated and secure cloud management SOE"
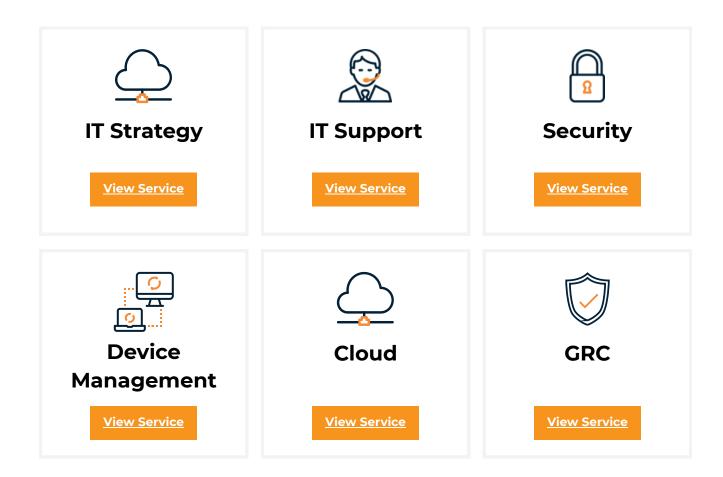

Kevin Grey
Owner and Director, Emerge IT

Detailed Case Study

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The Challenge

Utilising Cloud to enable regional access

Emerge IT provides technology services to a remote indigenous health organisation in the NT. This organisation is spread around eight disparate remote locations, making it challenging to provide all employees with a consistent, updated, secure and readily available desktop experience. The organisation also lacked control over the software and tools its employees were using and suffered from inconsistency between its geographically dispersed offices.

To solve this problem, SureDeploy was engaged to help the organisation shift to a secure cloud managed SOE.

The Solution

A modern workplace:
With SureDeploy, Emerge IT was able to deliver a seamless, unified and cloud-based Device Management Solution. This has transformed the way employees in the health organisation access files, documents and communication tools on a daily basis.

Improved security posture:
Automated endpoint management and deployment ensures all applications are updated regularly, tested, and rolled out without disruption to users or the IT teams. The organisation also has the benefit of a global auto save every three minutes—so employees never lose their documents or data.

Cost savings and operational efficiencies:
When devices need to be replaced or upgraded, the process is also now quick and seamless—with all login credentials, tools and software automatically deployed to the device from the cloud. The user simply logs in to their new device, and can start using all their familiar tools and software right away.

The Results

SureDeploy reduces complexity

Thanks to SureDeploy, the health organisation has been able to provide its workers with consistency, security and reliability, regardless of where they are working. Their organisation has reduced its risk profile and improved its security posture. This has resulted in an enhanced level of service and responsiveness with which employees can respond to Aboriginal communities.

From an IT perspective, SureDeploy has taken the complexity out of device management.

"Now, when employees log on to their device, there's one less thing for them to think about as they have everything they need at their fingertips. It's really helped streamline day-to-day working for their people," says Kevin Grey,
Owner and Director of Emerge IT.

As the MSP of record for the health organisation, eMerge benefits from:

- Real-time dashboards – with real-time vision on the live status of all devices and their compliance, required updates, users and apps.
- Superior asset management – the team gets an at-a-glance view of the organisation's environment and location of its assets at all times.
- Streamlined software management – they can also easily manage the organisation's software assets, with instant updates on licenses and renewals.

"SureDeploy have been very responsive and easy to deal with, and really helped us deliver on the organisation's needs," says Kevin

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