

CASE STUDY

Driving Innovation and Connectivity: CDM Supports Expression Australia's IT Transformation



CDM, a trusted leader in IT solutions with over 33 years of experience, specialises in delivering secure and scalable network infrastructure to enhance operational efficiency and user experience for organisations across various sectors.

WHO IS EXPRESSION AUSTRALIA?

For nearly 140 years Expression Australia (EA) has been supporting clients who are deaf and hard of hearing across Victoria and Tasmania. They offer a range of community services and training opportunities to assist and support the deaf and wider community.

WHAT WERE THE IT CHALLENGES FOR EXPRESSION AUSTRALIA?

After experiencing a significant growth phase and an increasing reliance on outdated IT systems and services Expression Australia were needing an experienced IT Managed Service Provider.

The requirement was to provide a secure, stable WAN operating environment combined with a reliable VPN access for its growing mobile workforce.

The network environment consisted of 9 office locations being connected to the head office and its data centre in East Melbourne.

With Client Consultation, CDM's Program Objectives Were Designed as Follows

1. Establish an SD-WAN solution that would provide effective security and a reliable, consistent user experience.
2. Enable the decommissioning of office site-based infrastructure to enable server centralisation within the head office. Moving to a future Cloud Hosting environment was to become a Stage 2 initiative.
3. Consolidate all current internet connections to a single ISP provider – making for a faster, more reliable NBN service level for users.

4. Apart from providing services to the deaf community, Expression Australia also employs a significant number of deaf staff.

This means the organisation has a heavy reliance on video-based communications, so the need for network stability and reliability is critical for effective communication and daily operations.



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WHAT WAS THE CDM SOLUTION?

The solution designed and implemented for Expression Australia consisted of a Fortinet SD-WAN with site-to-site VPN's built on a platform of TPG internet services.

The Fortinet solution provided Expression Australia with the reliability, stability and security needed in today's business environment. CDM's solution delivered EA a multitude of advantages over traditional WAN solutions, bringing agility, reliability, and cost savings to the table and transforming how they do business.

The key highlighted benefits of CDM's solution were:

The solution utilised critical cloud applications, providing EA with a smoother application experience, delivery and responsiveness, boosting user productivity.

Providing simplified branch office connectivity with readily available internet connections, thereby reducing reliance on an expensive MPLS circuit solution and removing any MPLS dependence, resulting in lower WAN operating costs.

EA utilises a CDM management solution with our managed services helpdesk, minimising EA's internal IT team workload and, in turn, allowing EA's IT staff to focus on the important tasks.

In summary, by implementing the SD-WAN solution supported by CDM's managed services service desk, EA unlocked a range of benefits that drive operational efficiency, improve user experience, and enhance EA's competitive edge.

ABOUT CDM

CDM is an Australian-owned company providing the full spectrum of ICT services, from consulting to delivering and managing your ICT needs. We create lasting relationships focused on achieving your business outcomes, creating value and maximising your return on investment.

CONTACT THE CDM OFFICE NEAREST TO YOU, VISIT OUR WEBSITE WWW.CDM.COM.AU OR EMAIL SALES@CDM.COM.AU

