



## Case Study The BUSY Group

The BUSY Group is a leading provider of job services, Indigenous employment programs, school based programs, apprenticeship services and disability employment.

The BUSY Group was established in 1977 to deliver training and employment programs to homeless youth on the Gold Coast. The BUSY Group has provided Apprenticeship Support Services to more than 50,000 businesses across Queensland and is the longest serving provider in the state.



# The BUSY Group realised they needed an external technology partner to help move forward.

Using technology to innovate and gain a competitive advantage in a highly competitive sector.

## The Challenge

The BUSY Group's internal IT team had met the needs of the organisation for a number of years, however concerns were raised over key person risk and a lack of ICT strategy and technological innovation. With the BUSY leadership team recognising that technology would play a pivotal role in the future survival of the organisation the decision to seek out a suitable IT partner was made by the Board.

“As BUSY grew, so did the demands on our technology,” says Paul Miles, CEO of BUSY. “We knew we needed to find an IT partner that understood we wanted to innovate through the use of technology, as opposed to just keep the lights on.”

BUSY's outdated systems could not provide a scalable platform for growth and meant a lot of unnecessary manual administration and inefficiencies.

## The Solution

BUSY engaged CodeBlue to become their strategic IT partner and assist with a strategic IT roadmap, collaboration tools and business intelligence solutions. The first steps involved transitioning BUSY to a stable infrastructure platform capable of growing with the organisation. This was a private cloud model which reduced operational risks and allowed faster scalability.

For almost 20 years we've been helping small-to-medium businesses across Australia and New Zealand access big business managed IT and technology solutions.

As IT and technology experts, we'll help you uncover ways to streamline your business workflows and provide services and support to help your business grow.

Speak to our friendly CodeBlue team today. Call us on 1300 562 886 or head to [code-blue.com.au](http://code-blue.com.au) where you can learn more about our unique product and service offerings.

CodeBlue also provided effective support and ongoing strategic planning and advice. The business needed to be able to scale up or down quickly in line with business needs. Scaling up or down was a key concern for BUSY; situations could arise where ten offices might be won as part of a government tender and need to be operational in 45 days. Similarly, the ability to scale down and have essential technology costs reflect this was also critical.

Once the platform was stabilised, CodeBlue provided strategic guidance to align the organisation's technology roadmap to strategic goals.

"Once CodeBlue addressed making things cheaper and faster, the conversation shifted to how can we leverage technology for a competitive advantage." The business required technology that would address collaboration challenges across the business as well as improve quality of data and reports distributed to staff at all levels of the organisation.

## Collaboration

To address collaboration issues CodeBlue implemented Yammer, business networking tool, and integrated it directly into BUSY's company intranet (SharePoint). This enabled BUSY to increase speed of decision making and information sharing across the organisation.

"Yammer had great impact that we saw immediately," said Amanda Chapman, BUSY's Support Manager. "We immediately cut down on email broadcasts and staff in the field were more connected with the organisation."

## Real time data for decision making

In an environment where minutes and hours matter, BUSY required a solution to provide real time data to anyone within the organisation.

Power BI was implemented to provide real time information from multiple software systems. The solution extracted data and presented it in real time to users in the form of dashboards tailored to the different business units. In addition, the natural search querying and report builder allowed individual managers, teams and workers to build their own dashboards and reporting, removing the need for expensive business analysts.

Having real time access to information at all levels has ensured BUSY is able to make faster decisions than any of its competitors and better aligned the organisation to its goals, KPIs and results.

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**Paul Miles, CEO**