



MODERN IT INFRASTRUCTURE AND STRONG SECURITY **SUPPORT BUSINESS GROWTH**

Youpla turns to GCOMM to modernise their IT environment, enhance security and build a stable infrastructure that enables business growth.

 1300 221 115

 gcomm.com.au

Ageing systems incapable of supporting business growth

create an urgent need for a modern infrastructure

When two years ago, funeral expenses benefit provider, ACBF Group Holdings (now Youpla), employed Bryn Jones as the CEO, he realised that the existing systems did not meet the company needs and plans for business growth.

Industry: Funeral planning services

Employees: 25

Headquarters: Coolangatta, Queensland

Website: <https://youpla.com.au/>

GCOMM services: Internet, Managed IT Services, Cloud Backup, Office 365, Cisco AMP for Endpoints, Cisco Umbrella

Youpla is a funeral expenses benefit provider that has been primarily servicing Aboriginal and Torres Strait Islander communities across Australia for 25 years. The organisation's mission is to ensure all Aboriginal and Torres Strait Islander peoples within urban, rural and remote discreet communities have access to an equitable and culturally relevant funeral plan.



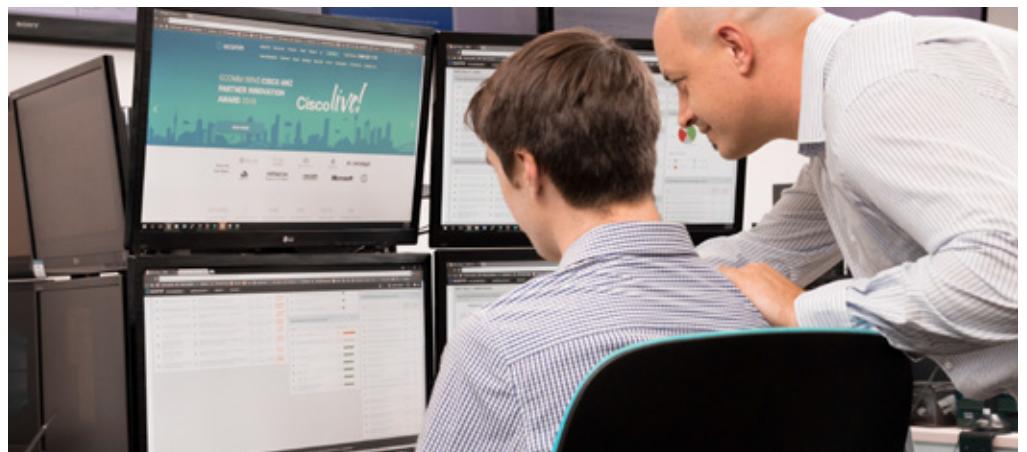
"We knew we were due for a serious upgrade and that we needed to modernise our systems," said Bryn Jones, the CEO and now owner of Youpla. "This meant integrating our disparate systems, ensuring that our security is meeting the highest standards and that we have a scalable platform that can support our future business needs."

CHALLENGES

- Paper-based office, obsolete IT infrastructure and outdated systems do not support organisation's business goals
- Large database of sensitive client information and financial transactions require the highest level of security

With more than 16,000 members across Australia, Youpla processes an average of 200 funerals per year and has paid out more than \$30 million in funeral related expenses. The organisation handles and processes highly sensitive and confidential information about clients, such as personal and financial data. A significant number of monetary transactions are performed on a daily basis. Having a strong security solution in place is essential as a single data breach could cause tremendous damage to the organisation.

The new owners were acutely aware of the need for a more solid, secure and scalable infrastructure that would ensure optimal security and enable business growth.



Turning to an experienced and trusted IT partner

Youpla wanted to create a better foundation for business growth while at the same time secure its business from potential cyber threats. The existing 'one-person' external IT provider could not adequately support the technical and resource requirements Youpla needed to implement. GCOMM was recommended to Youpla by another external provider who suggested that the organisation outsource its IT and infrastructure to a managed services provider.

“I’m big on partnerships. I believe that the key to growing a successful business is finding the right partners to work with. There is honesty in our relationship with GCOMM and a genuine approach to building the relationship. A level of professionalism that you don’t always get. It’s hard to come by,” said Jones.

SOLUTIONS

- Dated systems are upgraded with robust, reliable IT infrastructure, which leads to more streamlined, automated operations
- Modern IT and communication services create a stable platform capable of sustaining scalable business growth
- Outsourced IT support that includes ongoing maintenance, monitoring and 24/7 support

Youpla needed to automate processes, move and back up parts of the business to the cloud and integrate its disparate systems. Due to the large number of financial transactions carried out daily, improving security of the system became a top priority. One of the major goals was to identify any potential gaps and vulnerabilities in security. A decision to move to the cloud posed a certain risk of data being compromised. Any downtime or disruption could have been highly damaging to the business.

“We had all data stored on site. When we decided to move our backup to the cloud, we needed to ensure that we were doing this the right way and that we were implementing the right technology and processes to protect our data.” shared Jones.

First, Youpla needed to create a clearly defined roadmap of the process. GCOMM performed an audit of the existing on-site infrastructure and devices in order to gain a better understanding of what systems the organisation had and what needed to be upgraded. Following that, a series of projects with assigned priorities were launched to work towards Youpla’s desired outcome. GCOMM engineers provided managed IT services, backup, security, network and connectivity. Following a migration to Office 365, GCOMM assisted Youpla’s IT Manager with setting up a SharePoint platform on Microsoft Office 365 and implementing additional security features within the Office 365 platform.



GCOMM becomes an extension of Youpla's team

RESULTS

- Secure, scalable IT infrastructure allowing the business to plan for growth
- Responsive IT support team, access to expert advice and specialists with skills and knowledge
- Reliable and secure network

GCOMM has retained a close working relationship with Youpla across every aspect of the organisation's infrastructure by providing day-to-day support when needed using the latest technology and ensuring network stability. GCOMM experts offer strategic advice, assist the organisation with technology projects and a broad range of managed services. The partnership has given Youpla's management the confidence that they have the right skills, expertise and capacity, both in-house and externally, to grow the business.

"GCOMM are an extension of our team. I know I can rely on them for assistance and collaboration. The level of professionalism and customer service that GCOMM provides is excellent. Having them to support us gives us the confidence to move forward and grow the business," shared Paula, IT Manager at Youpla.

At present, Youpla has one in-house employee in charge of IT who relies on GCOMM for various support services, including after-hours maintenance, troubleshooting issues that are outside of her expertise and escalating issues that she is unable to fix on her own. In addition to that, GCOMM also provides backups, performs monitoring of the servers, carries out monthly Windows updates and monitoring, and sends backup reports.

"I engage with GCOMM on an almost daily basis," shared Paula. What's really great is that there are multiple members of the team that I can engage with when I need to, not just one person. They are all professional, trained, polite, proficient and responsive."



Paula further added: "GCOMM knows our company, our people, what we do, what we need done and how we operate. This is really important as it gives us the peace of mind and confidence that they will do a good job. We now have access to a pool of specialised skills that we can call upon when we need to. Most engineers working at GCOMM are senior staff with many years of experience. This is extremely helpful as I know they will be able to quickly solve our problems."

OUR VISION:

TO GIVE BUSINESSES THE POWER TO
ACHIEVE MORE USING TECHNOLOGY.



GCOMM is a multi-award winning Australian technology company. Our purpose is to provide businesses with strategic consulting to empower them to thrive in tomorrow's digital world. It is through ongoing innovation that we have continued to provide our clients with best-of-breed technology solutions. We combine our strong network foundation, engineering capabilities and partnerships with leading technology vendors to enable our customers to transform their business.

Get in touch today to speak with a GCOMM Solutions Consultant about your business objectives.

Need help?

Call us on **1300 221 115** or contact your **GCOMM Account Manager**.