

Energy Water Ombudsman NSW

Microsoft 365 enabled rapid remote working for New South Wales' independent dispute resolution organisation, EWON.



Organisation

Energy Water Ombudsman NSW (EWON)

Industry

Not-for-Profit

Staff size

Small (between 51-200 employees)

“We moved everything to the cloud when COVID hit so that enabled us to move 80% of our workforce to work from home within 48 hours.”

– Bernadette Or,
General Manager Finance and Corporate Services,
EWON

Challenges



EWON had legacy Exchange Server 2010 and SharePoint 2010 that were hindering operational efficiencies.



EWON wanted to enable their people to work safely from home whilst operating business as usual when the COVID-19 pandemic hit Australia.

Solutions

Microsoft
365

Microsoft
Teams

Microsoft
SharePoint

Professional Advantage moved EWON's productivity solutions to Microsoft 365, modernising their Microsoft SharePoint 2010 and deploying Microsoft Teams to aid in remote working.

Results



Enabled rapid remote working within **48 hours** using Microsoft Teams.



Migrated **over 100 Exchange Server 2010 mailboxes** to Microsoft 365.



The Microsoft SharePoint-powered, self-service Knowledge Base and communications portal enabled quick searches resulting in better responses for their Investigations and Call Centre operations.

Got more questions?

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