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ACTIVE SUPER

Implementing a New IT Infrastructure While Meeting Regulatory Compliance

An IT Infrastructure Case Study

About Active Super

Active Super (AS) was established in 1997 and has traditionally been the industry super fund for current and former NSW local government employees. Active Super manages approximately $11 billion in retirement savings for its members. They have a head office in Sydney, and seven regional offices around NSW.

They are committed to responsible and sustainable investment and are certified as a responsible super fund by the Responsible Investment Association of Australasia.

At a glance

Industry
Financial Services

Company size
100–200

Country
Australia

Business challenge

- New IT infrastructure
- Scalable solution
- Meet regulatory compliance (APRA)

The solution

- Infrastructureas-a-Service
- Data networking
- Telephony
- Mobile device management
- Backup and disaster recovery
- Project services

The Results

- Flexibility
- Scalability
- Cost-savings
- Gains in efficiency

The Summary

For industry superannuation fund Active Super to best serve its 90,000 members, it needs a reliable technology partner. Since 2013, Brennan has been that partner for AS – working closely with the Fund to bring stability to the network and providing support using the latest technology.

AS required a strategic IT service provider who could design and support new IT infrastructure across their offices. It also needed to be scalable to assist with business growth while meeting APRA requirements. Partnering with Brennan, the solution designed entailed a complete overhaul of the IT backend moving to the Cloud while the front-end remained largely unaltered.

Moving to the cloud not only gave AS the flexibility to scale, but it also achieved cost savings and efficiency gains.

The Situation

Before working with Brennan, AS was operating with a disparate and dated IT infrastructure.

As part of the Prudential Regulations and Standards, superannuation trustees are required to have a close relationship with their service providers – and AS found their old technology infrastructure was holding them back from achieving this. AS were also looking for an infrastructure that was flexible and scalable and were concerned their old infrastructure didn't support this.

As such, AS decided to migrate its entire IT infrastructure to the cloud, and partner with Brennan to implement this significant transition.

The Solution

Brennan worked closely with AS to design a new IT architecture that would support AS's organisational structure, and which was scalable enough to support the fund's growth, while meeting rigorous APRA requirements.

As well as migrating AS to a new, cloud-based infrastructure, Brennan installed a new data networking solution and telephony system and implemented new mobile device management, backup and disaster recovery services.

While a huge amount was delivered 'behind the scenes', Brennan delivered the project in such a way as to ensure minimal disruption for end-users and AS's members.

Throughout the project, Brennan worked closely with AS to overcome challenges and find rapid resolutions to issues.

"Having a good team on the project definitely helped. The team was responsive and highly proficient. When the scope did change, we worked together through the issues," says Kim Heng, Head of Projects and IT at Active Super.

From the outset, Brennan has retained a very close working relationship with AS – and now provides ongoing infrastructure management, as well as ongoing technical strategy and project-specific assistance.

"Our partnership means we are across every element of AS's corporate technology, and they have a single port of call. As well as day-to-day support, we also provide ongoing advice regarding new initiatives and new IT strategy," says Michael Kenning, Client Manager at Brennan.

Since the initial project, Brennan has worked with AS on a range of future-focused initiatives. This includes setting up a new SharePoint system for sharing information such as policies, awards and procedures; expanding their telephony system with smart new features such as chatbots; growing their existing IaaS platform to support new applications and enhance the business' contact centre with new chat functionality. AS's new cloud-based infrastructure has also enabled their organisational growth following the acquisition of several existing businesses. Brennan was able to bring these businesses into the AS network and get everyone up and running with very minimal disruption or overheads.

"Brennan are our virtual team. We work together collaboratively, and bounce ideas off one another. We are aligned in terms of our culture – respectful, engaged and accountable."

**Kim Heng,
Head of Projects & IT,
Active Super**

The Result

Having worked together for many years since the initial migration, Brennan has become an intrinsic part of AS's business.

Now with their cloud-based infrastructure, AS can scale their business. They also have sound disaster recovery and business continuity processes in place, and the telephony system they have implemented has improved communications significantly.

"There's a cost-saving element to having cloud, but also a vital efficiency and productivity gain," says Heng. "Our time to market for new business ideas has improved considerably."

"The new cloud-based system has not only saved us around 50% in terms of our ongoing network operating costs but also allows us to be far more flexible in terms of delivery. The new environment is also much cleaner and less complex than what we had before, which means significantly less risk," she says.

"We have a very good relationship with Brennan. We are a close team. They work with us as an extension of our business. Our new environment enables us to take new initiatives to market very quickly, and without the same costs as we would have had in the past. Our telephony infrastructure and contact centre software also deliver very important flexibility and efficiency gains," she adds.

"Brennan are our virtual team. We work together collaboratively, and bounce ideas off one another. We are aligned in terms of our culture – respectful, engaged and accountable." Importantly, AS also now has much greater control when it comes to business continuity and disaster recovery, and the whole solution is now much faster and more effective.

Currently, AS is further evolving its current strategy, and according to Heng, Brennan will continue to be an important part of this strategy, well into the future.

The Brennan Experience

Brennan is uniquely positioned to transform, deliver, and manage your complete IT environment - so your people can have a truly seamless IT experience,
wherever they are working.

We provide powerful technology solutions for Australian organisations, with a portfolio of services that ranges from strategy and advisory, to application development, to end-user support, and more.

Our teams are crazy about delivering an exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving a world-class Net Promoter Score of +80.

Get in touch with us today to see how we can help your organisation.

Speak to us today

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Find us here