

# How one of Australia's largest professional associations is transforming their digital services.

## A Microsoft Intune Case Study

### About Australian Psychological Society

The Australian Psychological Society (APS) is the largest professional association for psychologists in Australia, representing more than 27,000+ members. As the organisation continues to grow and work towards improving mental health and wellbeing across the globe, so does the need to provide employees with innovative technology that successfully enables them to do their job. As part of APS's wider transformation program of digital services, one of the projects which Brennan assisted with was the unified and centralised roll out of Microsoft Intune – a cloud-based endpoint management solution that manages user access and simplifies app and device management across their many devices, including mobile devices, desktop computers, and virtual endpoints.

### At a glance

**Industry**  
Not-for-profit organisation

**Company size**  
100+

**Country**  
Australia

### Business challenge

A secure solution was needed to support hybrid and remote working, whilst also protecting the organisation's data and easily managing end user access.

### The solution

The deployment of Microsoft Intune – a cloud-based endpoint management solution that manages user access and simplifies app and device management across your many devices, including mobile devices, desktop computers, and virtual endpoints.

### The Results

The Digital Services team now have a way of confidently protecting their employees from any potential data breaches or information leakages.

### The Situation

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# The Challenge

As hybrid and remote working arrangements continued to increase and became the new normal, so did the business' need to find a secure, unified and centralised way of distributing and managing employee's devices.

Traditionally APS had relied on manual software installations and employee devices being in office or connected to the organisation's Virtual Private Network (VPN) for them to be secure and supported. However, with more employees working from home (interstate and internationally) there were greater efficiencies and security required for employees to ensure that irrespective of location, organisation assets would be protected and unauthorised use of data and information was prevented.

Having worked with Brennan previously on other digital transformation projects, as well as being under resourced due to competing priorities, it was a no brainer when APS turned to Brennan for help.

## The Solution

Taking an agile and consultative approach, Brennan and APS embarked on a journey of discovery – hosting several workshops, refining requirements and iterating scope throughout the course of the project, to ensure the outcome would serve APS's needs effectively and would align with their existing IT environment and security policies.

The resulting Microsoft Intune deployment went live in late 2022 – after Brennan assisted with User Acceptance Testing (UAT), a 3 week roll out, followed by a successful hand over to the APS IT team post project completion. The deployment provides a mechanism for employees to work securely and effectively, safeguarding APS against unauthorised use of data and information and ensuring that irrespective of location or VPN connection – all employee devices are standardised and secure.

## The Result

The Digital Services team are now confident that they have a more robust system in place to protect their employees from any potential data breaches or information leakages. A good example of this was seen not long after the deployment, when an employee had their laptop bag stolen. Thankfully the employee informed the Digital Services team, and they were able to immediately wipe the device remotely – which meant that there was no loss of data or information.

However, the biggest benefit is arguably that employees are supported anywhere they go – any important software updates can be easily rolled out and employees have the resources to do their jobs efficiently and effectively.

From a customer perspective, the benefit is that APS employees have everything they need to successfully do their job and support their customers.



Increased security & protection of devices



Less downtime



Enhanced employee productivity

***“The biggest reason why we went with Brennan was the trust. Trust that was built up on previous projects, because they were delivered on time, delivered on budget – speaks volumes to how Brennan conducts themselves in my opinion”.***

**Adrian Betts,  
Project Manager at  
Australian Psychological  
Society.**

## 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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