

# Becoming Industry Leaders Through Strategic & Innovative Partnership

## A Digital Transformation Case Study

### About RANZCR

Founded in 1935, The Royal Australian and New Zealand College of Radiologists (RANZCR) is a not-for-profit professional organisation for clinical radiologists and radiation oncologists in Australia, New Zealand and Singapore. Through policy, advocacy, quality and standards and research activities, we work with our members to promote the science and practice of clinical radiology, and radiation oncology.

RANZCR encompasses two Faculties, the Faculty of Clinical Radiology and the Faculty of Radiation Oncology. The Faculties are the peak bodies for our professions in Australia and New Zealand, with local branches in New Zealand, each state of Australia, and the Australian Capital Territory.

### Business challenge

- Ageing infrastructure
- Lack of staff enablement

### The solution

- Design and implementation of a new, cloud-based digital infrastructure
- Modern productivity tools
- Backup & Disaster Recovery

### At a glance

**Industry**  
Not-for-profit organisation

**Company size**  
10-50

**Country**  
Australia

### The Results

- Best-in-class technologies
- Best-practice processes
- Improvement in governance structures
- Staff enabled to provide improved services to their members

### The Summary

Since 2014, Brennan has been partnering with the Royal Australian and New Zealand College of Radiologists (RANZCR) to drive and manage innovation through technology. Through providing ongoing strategic advice, specific technology projects, and a broad range of managed services, we help the organisation fulfil its objectives as a Not-for-Profit college. Our partnership also keeps RANZCR at the forefront of the healthcare sector, enabling clinicians to evolve their skills through online training and easily accessible information. Hundreds of skilled volunteers can share their knowledge and, ultimately, improve outcomes for patients.

# The Situation

While the benefits of moving business applications to the cloud are widely understood, many organisations can be reticent to make the change. Often the fear of disruption to day-to-day processes, redundancy of existing technology investments, or risks to data security, can hold them back. However, the opposite was true of the Royal Australian and New Zealand College of Radiologists (RANZCR).

# The Challenge

When Craig Horton joined RANZCR in 2014 as Head of Information Technology, he was determined to move all of their very dated, legacy infrastructure to the cloud as an urgent priority.

Previously, staff were predominantly desk-bound and lacked the flexibility to work from home or reliably and securely access the company network remotely. Due to frequent failure, staff trust and confidence in RANZCR's legacy technology was incredibly low. The absence of reliable, modern technology affected staff productivity, and member engagement, which limited RANZCR's ability to provide the ongoing training and services it could offer its members.

Horton, therefore, engaged Brennan to orchestrate his cloud-first digital strategy.

# The Solution

"When it came to implementing cloud at this scale, we were very much an early adopter, and we chose to partner with Brennan because of our existing relationship and their expertise in Microsoft Office 365," says Horton.

"Brennan has helped us transform our business; delivering a cloud environment that has become much, much easier to manage, which means less maintenance and greater stability. We've also raised security and network reliability, and importantly, given our people new ways to travel and connect to the organisation even when they're on the road," he adds.

To improve network reliability, RANZCR upgraded to Brennan's BPIP network solution, establishing a dedicated link between the company's Sydney and Melbourne offices.

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**Craig Horton,  
Technology,  
RANZCR**



Reliable business applications, services and networking



Ongoing long-term partnership



Improved productivity through business applications

## The Result

Over the years that followed, Brennan and RANZCR's relationship evolved into a very mutually-beneficial, innovation-focused partnership, with both parties committed to keeping RANZCR at the forefront of technology and uncovering new solutions that could make a difference to people's lives.

As well as providing ongoing strategy and fulfilling specific technology projects, Brennan continues to provide managed services for RANZCR's security and productivity solutions, as well as cloud-based disaster recovery.

"The work completed to date has unequivocally changed how RANZCR operates and performs for our community, therefore reflecting the organisation as a true leader in health sector education in the areas of clinical radiology and radiation oncology across Australia and New Zealand," says Horton.

"The college has evolved significantly. Through improved technology, we have established better business practice, governance and process. By giving our people better ways to work, share information and communicate, we have been able to provide a far better service for our members," he adds.

"Business and technology have also now become so closely aligned at RANZCR, that IT is now recognised as an enabler, which means my team is involved in strategic business initiatives from the outset. We meet with Brennan on a regular basis and say – how can we innovate together?"

The relationship has also been very positive for the team at Brennan, which has benefited considerably from RANZCR's ongoing commitment to innovation.

"At Brennan, we feel very fortunate to work with RANZCR, and with Craig, who continually looks for new and creative ways to improve the services RANZCR offers its employees, volunteers and members via technology," says Stephen Sims, Brennan's CEO.

## 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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