

Customer Story

Modernising the delivery of connected, case-managed family care across Aotearoa

Whānau Tahī sought to modernise its IT operating environment to take full advantage of the cloud. Parallo was selected to execute a migration to Microsoft Azure and provide ongoing support services for the new cloud environment.

Introduction

Whānau Tahī develops technology solutions used by health and social services organisations to enhance the coordination and delivery of family care, particularly within indigenous Māori communities. Its customers include Government and community agencies, primary and allied healthcare providers and funding providers in New Zealand, Australia and the United States.

To ensure service stability, scalability and security, Whānau Tahī sought to modernise its IT operating environment to take full advantage of the cloud. Crayon owned subsidiary, Parallo, was selected to execute a migration to Microsoft Azure and provide ongoing support services for the new cloud environment.



Challenge

The pandemic drove a rapid shift to digital-first healthcare and social services delivery in Whānau Tahi's home market of New Zealand.

As its customers adopted new digital systems to cope with the national crisis, the requirement to integrate with Whānau Tahi's platform and applications intensified, placing existing resources under considerable pressure.

Whānau Tahi's ability to respond was hindered by an aging on-premises platform that could not readily scale. Integrations were slow and as workloads rapidly multiplied, it became harder to maintain service performance standards.

The pressure to act fast was high. Delayed integrations and service performance disruptions could negatively impact customers and the citizens they serve. Yet, a rush to respond ran the risk of introducing vulnerabilities into Whānau Tahi's systems, which store and process highly sensitive, tightly regulated data.

Whānau Tahi required a solution that would enable agile development, improve service performance and provide greater system resilience, without compromising critical compliance and security standards.

Why Crayon?

Crayon's Parallo business unit specialises in helping independent software vendors (ISVs) like Whānau Tahi to transform IT operations and scale their businesses.

The team proposed a cost-effective, flexible solution that would leverage Microsoft Azure to deliver a highly scalable, secure and compliant cloud-first environment for Whānau Tahi.

The team demonstrated a deep understanding of the unique challenges faced by independent providers like Whānau Tahi. A track record of successful Azure migrations and a strategic alliance with Microsoft gave Whānau Tahi further confidence in the solution approach, implementation rigor and ongoing support capabilities available through Crayon.Solution The migration of the legacy on-premises stack to Azure IaaS and PaaS commenced at the height of the COVID-19 pandemic in May of 2020. Implementation of the project was staged over the following 18 months.

The project included the set up of the landing environment within the cloud, and migration of Connected Care and Socrates; proprietary workloads for needs assessment and service coordination, and integrated case management applications. The largest workload to migrate was the New Zealand Electronic Prescription Service (NZePS), which is developed and managed by Whānau Tahi on behalf of the NZ Ministry of Health.

“Collaborating with Parallo has been instrumental in our journey to modernise our IT infrastructure and streamline operations.

This case study is a testament to technological innovation and a showcase of how security and compliance can be integrated seamlessly into modern IT solutions.”

Clinton George

Chief Information and Security Officer, Whānau Tahi



Crayon utilised Azure DevOps – a comprehensive set of development tools offered by Microsoft – to manage the build, test and deployment processes. Source code, tracking of work items and task coordination were also centrally managed through Azure DevOps. Monitoring, logging and performance tracking were set up to reduce bottlenecks and ensure optimised resource utilisation during and after the migration.

The inherent security features, compliance domains and policy controls of the Azure platform, including those for secure development operations, were configured and tested against all required national compliance domains and controls.

Outcome

Crayon's Parallo business unit specialises in helping independent software vendors (ISVs) like Whānau Tahi to transform IT operations and scale their businesses.

Whānau Tahi now has a modern, flexible, and highly toolled cloud technology stack geared to support consistent, repeatable and dependable development processes and service delivery

Operational efficiencies are driven with around the clock monitoring of the platform, application and security. Immediate feedback and insight into service performance enables proactive management of changes to IT operating conditions.

Consolidating the technologies used in the legacy system into Azure released money, time and skilled resources from administration and maintenance to focus on service innovation. With the use of Azure's advanced tools for development operations, code and change management, development cycles improved, and Whānau Tahi is more responsive to the changing needs of its customers.

Azure's robust security features, geographically distributed data centers and built in disaster recovery capabilities have reduced risk and built additional resilience into Whānau Tahi's services.

Compliance management is now streamlined through the Azure Security Centre, which continuously updates policy advice to support adherence to ISO 27001 and the New Zealand Information Security Manual (NZISM). This includes the NZISM Restricted control subset that set out guidelines for the security, protection and management of restricted data classifications.

Full integration with familiar Microsoft workplace platforms and applications have supported high rates of end-user adoption and solution utilisation.

With its unique, family-centric solutions now on an industry standard cloud platform and supported by Crayon's multinational service presence, Whānau Tahi is well placed to advance its growth strategy in additional international markets.