



# Southern Youth and Family Services

## CASE STUDY

**Southern Youth and Family Services** is a community based not-for-profit run by a volunteer board of directors. They deliver a range of services for those in need including accommodation, housing and financial counselling for families and youth.

“I commend the leadership in VITG for taking the time to getting to know us.”

Narelle Clay, CEO

## MANAGING GEOGRAPHICALLY-SPREAD SERVICES



Southern Youth and Family Services (SYFS) provides services to people in need all across south-east NSW. Spreading across twenty offices located throughout their operating area, SYFS had the monumental task of managing their ageing IT systems while trying to minimise the costs associated to running their infrastructure.

As the organisation has grown, their IT systems have been adapted to add new locations and enable collaboration between them.

However, with limited budget and resources available to dedicate to managing infrastructure, SYFS required a complete IT system overhaul to reduce costs, future-proof their investments and minimise in-house management.



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vitg.com.au  
info@vitg.com.au

# TECHNOLOGY AS AN ENABLING FUNCTION



As SYFS requires a hands-off approach to their technology management, VITG has developed a lean end-to-end IT solution which allows frictionless operations between multiple office locations and remote workers.

As the charity grew to 20 branch offices spread out geographically, their previous IT infrastructure became expensive, slow, and hard to manage. Having had an on-premise solution for their email, file sharing and desktop infrastructure, SYFS was facing difficulties trying to efficiently run and organise their business.

VITG has done a gradual infrastructure overhaul, connecting multiple offices with a modern SD-WAN solution, cloud-based storage, file sharing and emailing systems, as well as migrating any physical servers to virtualised, Infrastructure-as-a-Service appliances.

SYFS can now carry out their daily activities without dedicating additional resources for managing their IT infrastructure. Their operations are fully managed by VITG and their workforce can spend its time delivering services to their customers



**There was a great coming together of values and dedication to actually making sure that we look after our workforce, whichever gender it is, and being respectful to that.**

Narelle Clay, CEO

## A PARTNERSHIP BASED ON SHARED VALUES



With a mission to provide support for people in need, technology should be an enabler for SYFS, allowing them to carry out their daily activities without interruption and allowing for the flow of communication.

What has truly distinguished VITG is the values they share with SYFS, centred around communication and a willingness to help them achieve their end goal. This has resulted in an amazing partnership which has flourished and will continue to do so for years to come.



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