

## **Wesley Mission Queensland Enhances Customer Experience through Digital Transformation with Data#3**

**December 19, 2019; Brisbane, Australia:** Leading Australian technology services and solutions provider, Data#3, today announced that it has worked with Wesley Mission Queensland to introduce a modern network to power digitisation and enhance customer experience.

Wesley Mission Queensland provides a diverse range of care services. The care provider recognised the opportunity to use technology to improve connections, reduce isolation and improve quality of life for those in care facilities and enabling digital transformation to a fast, secure network was essential. As a result, it embarked on its Reliable, Enabled, Accessible, Defendable and Integrated (READI) program to modernise its network and core infrastructure at 68 aged care, disability services and mental health facilities.

Wesley Mission Queensland CIO, Selina Beauchamp, commented, “We had grown organically, and the network didn’t cater for optimisation, resilience or best practice architecture. We needed an environment to support business outcomes and help us to meet strategic objectives.”

The project went far beyond replacing the old network. Wesley Mission Queensland saw the update as an opportunity to establish new practices that would touch the lives of their staff and a more tech-savvy generation of residents.

“We were also seeing a lot of residents saying, ‘I want to skype my grandchildren and get on the internet securely, can you provide this?’ We are focused on providing a positive and reactive customer experience. We want to assist our residents to use technology to help them to feel connected, while reducing loneliness and boredom,” said Beauchamp.

Additional considerations included the ability to connect with residents’ medical teams and take advantage of eHealth initiatives.

“Travel can often be an ordeal for elderly and disabled clients, so consulting online with allied health professionals reduces stress and upheaval. On large campuses, staff found themselves walking considerable distances to and from the office to dispense medication or update records, and the ability to connect on the go would give them more time for caring,” said Beauchamp.

Working with Data#3, Wesley Mission Queensland implemented a networking solution from Aruba, a Hewlett Packard Enterprise company, to suit its current and future needs. Its built-in artificial intelligence (AI) gives enhanced security and seamless roaming offers staff and residents optimal experience throughout every facility.

Among early facilities to experience the benefits of a technology makeover was the state-of-the-art Dovetree aged care community in Brisbane. With access to on-demand services like Netflix and easy connection to Skype, residents have been quick to enjoy the lifestyle that the Wesley Mission Queensland facility offers. Dovetree has served as a blueprint design for this new standard in residential care.

As Wesley Mission Queensland continues the process of rolling out a new digital vision to each of its sites, Beauchamp says strong IT partnerships are where success is built.

“When I look for a partner, I seek an organisation whose values align with ours. We chose to work with Data#3 as their core values are HEART – Honesty, Excellence, Agility, Responsibility and Trust. I’m a massive believer in words and actions – right from the get-go, the Data#3 team has taken time to understand us, we can call if we need anything and they are always there to help,” concluded Beauchamp.

Data#3 Chief Executive Officer and Managing Director, Laurence Baynham, commented, “This is another fantastic example of how technology can positively change the way we work and live. The network is one of the foundational layers of digital transformation and this new solution has helped Wesley Mission Queensland to successfully achieve their business and technology objectives. Our core values are at the heart of everything we do, and I’m proud to see the difference this solution has provided to the lives of those in care services.”

**ENDS**

## **About Data#3**

Leading Australian IT services and solutions provider, Data#3 Limited (DTL), is focused on helping customers solve complex business challenges using innovative technology solutions.

Built on a foundation of over 40 years' experience, combined with world-leading vendor technologies, Data#3 delivers an integrated array of solutions spanning cloud, mobility, security, data & analytics and IT lifecycle management. These technology solutions are delivered by combining Data#3's services across consulting, project services and managed services.

Listed on the ASX in 1997, Data#3 reported revenues of \$1.2 billion in the 2018 financial year and has more than 1,100 employees. Headquartered in Brisbane, it has facilities across 12 locations in Australia and Fiji.

More information about Data#3 and its solution and service offerings is available at [www.data3.com.au](http://www.data3.com.au)

## **About Wesley Mission Queensland**

Wesley Mission Queensland is part of The Uniting Church in Australia. It works collaboratively with partners, government and other community organisations to meet the ever-changing needs of the community. Its mission is to walk alongside people in need offering care and compassion and promoting choice, independence and community well-being. It provides innovative residential aged care, in-home care, retirement living, disability and mental health accommodation support, hospice services for children, hardship relief, and youth and family services. It has established more than 80 community-based services to meet the needs of the communities in which we operate.

More information about Wesley Mission Queensland is available at: [www.wmq.org.au](http://www.wmq.org.au)

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