Flexible, responsive and affordable IT support for an international team

Client: The Fred Hollows Foundation
Location: Sydney, Australia
Industry: Healthcare
The Fred Hollows Foundation (FHF) was established in 1992 to continue the work of the late Professor Fred Hollows. Fred dreamed of a world where no one was needlessly blind and Indigenous Australians exercised their right to good health. Each day The Foundation works to ensure that high-quality eye care is available worldwide and that modern medicine reaches those who need it most. The Foundation has grown rapidly and now operates in more than 25 countries around the world and has restored sight to more than 2 million people worldwide.

While its rapid growth has had many positive effects — both for The Foundation and for the population it serves — the transition has presented some major challenges to its IT operations. To accommodate ongoing growth, FHF leaders realised they needed a more flexible, responsive and affordable option to the existing on-premises IT.

They found their solution in DXC Technology BizCloud™ Virtual Private Enterprise, a customised, integrated OPEX-based virtual private cloud service that prioritises security and performance.

**Focused on a solution**

As FHF grew to 510 staff members and volunteers around the world, the capacity of the on-premises IT system was exhausted. A significant portion of the information management and technology team needed to be on shifts around the clock to combat increasingly frequent downtime.

The charity also faced other challenges. Relying on regular monthly donations to support operations, FHF could not pay for IT services in a lump sum. A flexible pricing model was an important consideration.

In addition, FHF needed to guarantee anonymity to tens of thousands of donors and ensure the security of information, all while making data available to the international staff.
To manage these challenges, DXC offered the DXC BizCloud solution and provided complete implementation support during the 3-month transition phase.

“The Fred Hollows Foundation was clear about how it believed IT services could better support its business activities in Asia, Africa and Australia,” says Paul Gibbs, DXC’s director of cloud computing for the Australia and New Zealand region. “The agility and low risk of CSC’s (now DXC’s) cloud solution, the potential benefits of our credentials in cybersecurity and healthcare, and our global reach appealed to FHF.”

Seeing the way forward

The DXC BizCloud solution included application migration and on-boarding services, as well as security migration, installation and support. The implementation united FHF offices around the world on a common communications technology platform.

DXC BizCloud met The Foundation’s unique demands. The solution uses a series of virtual firewalls for state-of-the-art data protection to ensure that the details of each donor, supporter or staff member remain secure yet accessible.

And, with no large up-front investment costs, DXC BizCloud provides the flexibility to both expand and scale back IT resources in response to fluctuating demand. This allows The Foundation to meet demands instantly and collate its global operations.

The cloud solution also frees up staff time from consuming maintenance tasks, allowing staff to focus instead on important global projects. An off-site DXC specialist IT team now manages maintenance work.

FHF employees no longer experience performance problems when connecting to the head office in Sydney, and network updates that once caused hours of downtime are now implemented quickly and with no effect on service.

“Since the implementation of the BizCloud service, CSC (now DXC) has become one of our most important technology partners,” says Luke van Leeuwen, associate director of information management and technology for FHF. “In addition to the rock-solid stability and predictable pricing of the main service, CSC (now DXC) has also been able to undertake and supply a number of subsequent needs more quickly and efficiently than could have been achieved under the old way of working.”
Success Story: The Fred Hollows Foundation

The Foundation now has considerable peace of mind, knowing that DXC staff manages its IT services 24 hours a day, 7 days a week. In addition, as the organisation looks ahead to the future and its quest to end avoidable blindness, FHF knows DXC BizCloud will serve as a backbone for those growing global operations.