StreetWork

TribeTech

For StreetWork, working efficiently meant having their IT systems and processes updated to take advantage of modern technology. Our Tribe was able to migrate the existing setup into a stronger and more effective way of working, enabling StreetWork to engage at a far greater level.

StreetWork Australia is a not-for-profit community organisation with a dedicated team of over 20 staff and volunteers who work with 'at-risk' young people.

Believing that every young person should have the ability to live their best life, they support youth who are cut-off from adult role models and family support to break free of risk taking behaviours and turn their lives around.

Since the start of the pandemic, the increase in cases and demand for support has put immense pressure on StreetWork and their ability to deliver on their mission. With the same number of resources, they needed to find ways to improve and keep up with the growing demand.

Disparate Systems

Prior to engaging TribeTech, StreetWork had information stored in multiple places which made it extremely difficult, if not impossible, to operate efficiently. Their general IT assistance was just enough to keep their disparate systems running, but not enough to move beyond that. The team were aware of where their inefficiencies were, they just didn't know how to go about improving them.

So, what were some of the risks within their organisation?

- **Security:** StreetWork handle high volumes of sensitive personal information that needed to be managed and protected.

- **Software:** There was a combination of incompatible applications, programs and systems that did not speak to one another. This hindered them from accessing data across applications and made it hard to pinpoint exactly where specific data was being stored.

- **Infrastructure/Server:** Having been in operation for 40+ years, StreetWork were working on legacy systems and data was being stored in an ageing and problematic onsite server.

- **Accessibility:** When StreetWork had to work remotely, they struggled to access their already hard-to-access data, causing more disruption to the organisation.

- **Hardware:** Methods of digital communication were poor. Team members would return to the office to manually enter data into systems, taking up a lot of time and adding to their inefficiencies.

- **Processes:** They had a lot of manual and time-consuming record-keeping processes, such as manual data entry and paperwork, that ultimately hindered their ability to scale.

All up, their IT was causing more issues than it was solving, limiting the organisation's ability to be more agile and taking time away from focusing on its sole purpose - helping young people.

They needed help so we stepped in and the transformative IT journey began.

The TribeTech Touch

Our team first performed a thorough evaluation of StreetWork's IT setup and determined their wants and needs. From there, we identified the best solution would be SecureOffice – our all-inclusive IT solution – to improve and stabilise their environment and empower their organisation.

Within the first 6 months, we:
- Collated and migrated over 40 years of data history into SharePoint
- Put regular backups in place to better protect data
- Deployed cloud-hosted phone systems to improve communication
- Implemented a CRM to centrally manage their data
- Created automated workflows to enable them to capture and process more information
- Updated and managed their computers, networks, and Wi-Fi
- Implemented a solid layer of security across the environment

During onboarding, we took our time and extra attention to detail to limit disruptions within the organisation. One-on-one assistance was also provided to volunteers who were not already familiar with modern technology.

Achieving More for the Greater Good

With SecureOffice fully implemented, StreetWork could start engaging at a far more strategic level with improved workflows. They could continue with their incredible mission, but this time with the right IT to support and empower them:

Infrastructure: With strong networks, systems, and Wi-Fi in place, they're now able to improve data redundancy and resiliency - even when working in a co-habited workspace.

Tailored Software: Their easy-to-use CRM is specifically designed for non-profits and designed to meet their needs.

Ability to Scale: StreetWork is now able to capture and process more information electronically, with online forms and other solutions. Since they're now able to better keep up with growing demand, they're now able to take on more Youth cases and do so effectively and efficiently.

Security: StreetWork's data security has improved exponentially where an onsite server is no longer required, yet their data has never been easier to access. These changes have paved the way to support more strategic IT interactions to help the organisation become more efficient.

Productivity: Their internal and external communication has improved dramatically with cloud-hosted phone systems. By allowing the youth caseworkers in the field to become more productive, the at-risk young people receive more support and faster assistance.

Automated Workflows: Now that StreetWork has efficient processes in place, we've seen them have an increase in donations. Once a donation had been made, a notification is sent to StreetWork, a receipt is generated for the donor, and the information is entered and logged into the system. This has made things on the finance side much simpler for StreetWork.

StreetWork now spend less time worrying about their IT and have gained back their focus to what they do best: helping young people.

From rebuilding IT foundations, to improving and enhancing business operations, the team at TribeTech knows there's a better way to do what you do and we're here to show you how.

Let Us *Sky Rocket* Your Business Today!