

Microsoft®



NEWTOWN UNION HEALTH SERVICE



Who are they?

Newtown Union Health Service is a not-for-profit, community-owned, capitated primary health service with approximately 6000 registered patients. Their philosophy is to provide acceptable, affordable, accessible and appropriate high quality health care.

Where are they?

Newtown Union Health Service
14 Hall Avenue
Newtown
Wellington South
Phone 04 380 2020

What do they do?

They work with a population of predominantly low-income families and individuals living in the South Wellington area, many of whom have high health needs.

What did they receive?

Exchange Server 2010, Exchange Server Standard, Windows Remote Desktop, Office Professional 2007, Windows Server 2008.

The Outcome?

Improved work practices and ultimately an improvement in overall delivery of primary health services to the community.

Newtown Union Health have recently upgraded their software thanks to TechSoup NZ and Microsoft. Odette Wood, Newtown Union Health's Operation Manager explains the impact on their organization.

"It has enabled us to achieve a number of things including improved email capability, the ability for everyone to "hot-desk", a standard suite of MS Office software so everyone is using the same version and future upgrades can be done across the whole network at once and an improved central storage of our organisation's documents.

At a higher level, the upgrade means a much more robust system, less maintenance costs/risks, better internal communication systems and processes and the increased ability to support a growing organization spread across geographically separated sites as we move into the future.

Without the support from TechSoup and Microsoft we would not have been able to do this. The substantially reduced software costs have meant that we have been able to do so much more with the money we have spent. Even our IT technical support service provider was astounded and excited at the significant savings we were making by buying our Microsoft software through TechSoup and that enabled them to do a bigger upgrade for us than was initially planned before we registered with TechSoup.

As a not-for-profit community-based primary health service, costs are always an issue for us as we don't have the big budgets to be able to do everything we want, when we want. The development and growth of our IT systems and technology has to date been ad hoc and only as we could afford. TechSoup and Microsoft have changed this and we are now at a stage that we have only dreamed of.

It may seem small scale in comparison to upgrades in the corporate sector but it is a major achievement for us. Of course, the biggest flow on effect of improving our IT systems will be better access for staff and therefore improved work practices and ultimately an improvement in overall delivery of primary health services to our community.

Thanks on behalf of Newtown Union Health Service for the wonderful opportunity to access this software. It really is hugely appreciated."

TechSoup New Zealand provides donated software from companies such as Microsoft to eligible New Zealand non profit groups, assisting them to build their ICT capability. TechSoup NZ is a partnership between ConnectingUp Australia, TechSoup and NZ Federation of Voluntary Welfare Organisations.

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