

# Making the most of Microsoft cloud:

Hauora Tairāwhiti's multi-stream partnership with Insight





As it executes a transformative vision embracing cloud and modern ways of working, Hauora Tairāwhiti has engaged Insight for guidance across a range of Microsoft 365 solutions and services, de-risking the process and positioning the District Health Board for optimal value from its technology investments.

Tairāwhiti District Health Board, branded as Hauora Tairāwhiti, provides health services to a population of nearly 50,000 who live in the area from the East Cape in the north to the Whararata ranges in the south.

The organisation, based at Gisborne Hospital in New Zealand's easternmost city, is taking a multi-stage approach to its modernisation. Stage one saw Insight successfully delivering Hauora Tairāwhiti's Microsoft Office 365 Foundations service, putting in place the corner stones to ensure the organisation is ready to transform onto a more modernised set of information systems.

Since then, the two organisations have been working on building out those foundations, with Insight and Hauora Tairāwhiti continuing to provide tangible – and highly visible – deliverables to the business.

*“Building solid foundations is essential, and we are making an effort to deliver to the programme of work with visible and valuable benefits to the organisation,”*

**Max Ponomarev**  
Hauora Tairāwhiti Chief  
Information Officer

It's a process that has seen the projects to re-establish Hauora Tairāwhiti's Staff Directory and commence delivery of Microsoft PowerApps and PowerBI services through to conclusion enabling a more intelligent, more responsive information systems toolset to support organisation's needs.

### Situation

With ageing infrastructure and services overdue for an upgrade in line with the recommendations of the New Zealand government which requires agencies to accelerate adoption of public cloud services in a balanced way, Hauora Tairāwhiti is steadily rolling out a raft of Microsoft solutions and services, the DHB's Project Manager Natacha Blattes says.

*“With this rollout, we are hyper-aware of the necessity for maintaining business as usual and avoiding any security or operational interruptions,”* she says.

*“That's why we have partnered with Insight, as their expertise is crucial in establishing solid foundations on which we can steadily build our digital services environment.”*

Key for Hauora Tairāwhiti are improved communications and document management, data intelligence and analytics, and automation. But foundations, while great for a solid future, are often not immediately tangible. Hence the District Health Board's efforts to deliver something with immediate benefits in each area.

### Solution

The first piece of work on which Insight has delivered was the Microsoft Office 365 Foundations service. With the DHB planning a SharePoint Online intranet replacing an on-premises solution, it understood the necessity for establishing cloud identity, the Office 365 platform and security components up front.

Office 365 Foundations provides Hauora Tairāwhiti with a solid platform to implement Azure Active Directory while maintaining security and control.

Blattes describes Office 365 Foundations as 'the corner stone' which positions the organisation for consumption of Office 365 cloud services, Microsoft Azure and business applications including Power BI and Power Apps.

*“While this isn't a particularly thrilling part of the work Insight is delivering, it is crucial to get the foundation right,”*

*Natacha Blattes notes*

The refresh of the Staff Directory was one stream of work. The directory was completely rebuilt by Insight using Active Directory, leveraging Microsoft 365 and an automated process which periodically synchronises user data from a Microsoft SQL database. This delivers a 'single source of truth' and makes personnel data directly available to end users.

The 'higher levels of value' being created for Hauora Tairāwhiti and built atop the Office 365 Foundations and staff directory are also seen in the rollout of Power BI.

With reporting an integral component of its daily activities, Hauora Tairāwhiti sought the efficiency and automation promised by Microsoft's Power BI solution.

The work includes connection to and extraction of data from multiple data sources, the development of a model supporting analytics and KPI operational insights, and the creation of 'Hospital at a Glance' and Core Data Set (CDS) Dashboards to support the Care and Capacity Demand Management (CCDM) programme requirement and that suitable for different users across ward, directorate-service, and hospital levels. Insight has also worked closely with Hauora Tairāwhiti, developing suitable reports for the desired insights in support of end user decision making.

*"Power BI will be critical for improving our ability to gain insight and intelligence on data and turn the raw data into meaningful information,"*

*Max Ponomarev notes.*

*"We approached Insight looking for a specific deliverable we needed to get over the line, and that presented an opportunity to complete another of the foundation block – to enable the PowerBI platform."*

As an organisation eager to commence an automation journey and replace cumbersome paper processes, Hauora Tairāwhiti has also called on Insight for a third key stream of work: Automation to get rid of manual processes and replace them with a modern solution and design.



## Results

With delivery across a range of initiatives, Blattes says the overriding impression when working with Insight is one of quality.

*"The engagement is great. IT projects are rarely straightforward, and if we go to Insight with a problem, they immediately bring a broad range of expertise to bear, providing options for a resolution and clearly outlining the advantages and disadvantages associated with any one course of action. They also make available the necessary resources to make it happen, even if those people are in Singapore or elsewhere,"* she explains.

In terms of Office 365 Foundations, the benefits are becoming apparent in the delivery of an increasingly 'cloud first' environment. The Microsoft 365 applications, and those that fall into the 'Office' desktop productivity space are at the same time familiar to staff members yet draw them gently into the modern workplace and improved ways of getting the job done.

*"Our engagement will see transformation of how people are performing basic tasks,"*

*Blattes says.*

The Power BI deployment equips Hauora Tairāwhiti with a comprehensive business decision and influence tool.

*"This toolset and project gives staff and board-level decision makers continuous access to information determining our organisational performance, how well we are resourced, and whether we are delivering to the standard of care expected from the Health Ministry and the public health system,"* notes Blattes.

Already, the benefits are clear, with tedious, error-prone and time-consuming processes giving way to automated and interactive reports 'on demand'. *"Previously hard to get, we now have it to hand and can start exploring further value in data, with the power to investigate, drill down and analyse."*

The success of the engagement with Insight has Hauora Tairāwhiti planning more future capabilities which will take it further into the cloud, leaving the limitations of legacy systems in the past. Initiatives on the drawing board include migration to Exchange Online, execution of the SharePoint Online initiative, the introduction of Teams, and more.