



United Synergies

Productivity

About United Synergies

- SharePoint Online

United Synergies is a not for profit organisation established in 1989 and is dedicated to building better lives.

From a staff of 26 in 2006 to a staff of more than 150 today, the organisation has continued to expand to meet the needs of vulnerable people in our community.

Today, the United Synergies' workforce support almost 4000 people annually in the areas of family and children, mental health, suicide postvention, homelessness, education, employment and social enterprise. Services are delivered across the Sunshine Coast, Toowoomba, Fraser Coast and Wide Bay Region, as well as in partnerships with 17 other communities around Australia.



Client Challenge

United Synergies were looking to upgrade their internet with the following key objectives:

- To take advantage of new SharePoint online functionality and availability across all devices.
- Architect the site collection and use metadata to enable users to find information fast.
- Improve the management and control of quality documents.

Apache worked closely with the leadership team and individual business units to understand how information is shared within the organisation. The process involved the use of templates to document the site and library structures to reflect this and provide the basis for the site collection design. We made the decision to adopt the SharePoint Modern Experience to improve the availability and access to information across all devices.

Quality documents were stored in a single library and metadata used to create custom views so that relevant documents were made available to each of the business units. Approval workflows were created to manage the addition of new policies, procedures and forms to the Quality Management System and alerts set up around review dates and document owners.

"The Apache Implementation Methodology used a project site for all team members to collaborate. The site contained a project plan and a series of templates used to document the architecture and navigation of the new site collection. This ensured that our objectives were understood and delivered on time and on budget," said Mark James, Corporate Services Manager. "We continue to engage with Apache and are now working to streamline our business processes and automate them in SharePoint providing time savings and traceability around our operations."