

Longreach Regional Council
Ilfracombe Isisford Longreach Yaraka

fourier TECHNOLOGIES

fourier INFOSEC

CASE STUDY

From 'Frozen in Time' to Future-Ready

Longreach Regional Council (LRC) is a local government authority in Queensland, Australia, serving a rural region with a population of approximately 3,700 people. Its primary office is located in Longreach, the largest town in central QLD. LRC also has remote office locations servicing the small townships and surrounds of Ilfracombe, Isisford and Yaraka.

> *"It feels like we have a genuine Partnership - a team that we can openly collaborate with."*
>
> KIMBERLEY TURNBULL

SITUATION

LRC faced significant challenges due to **outdated systems**, a **lack of continuity**, and an inability to **harness technology effectively**. These issues hindered productivity, efficiency, and teamwork, impacting the council's ability to serve its community. A complete overhaul was imperative, so LRC partnered with Fourier Technologies to embark on 'Project Shangri-La.

FUN FACT:
The project was named "**Shangri-La**" due to its goal of creating a utopian work environment.

PROJECT DELIVERY

Fourier successfully delivered a comprehensive project to **modernise LRC's infrastructure** and systems within the specified timeframe and under budget. Key deliverables included a **Microsoft Azure cloud infrastructure** migration, deployment of a modern work platform for collaboration, and improved system access and availability - all in conjunction with a managed security toolset to aid in improving LRC's **cyber security posture** and compliance.

PROJECT OUTCOME

The project resulted in **significant positive impacts** for LRC. Employees reported **increased satisfaction** and engagement, while **operational efficiency** and **cost savings** were also realised. The council's ability to serve the community was enhanced, and its reputation as a forward-thinking organisation was strengthened. Additionally, the modernised infrastructure has positioned LRC for long-term growth and sustainability.

94%

A post-deployment user satisfaction survey revealed an impressive **94% approval rating,** validating the enhanced end-user experience and how staff loved working within the unified ICT environment.

PROJECT DELIVERED: ON TIME ON BUDGET



CASE STUDY

From the City to the Bush

because everyone deserves access to high-quality support, security and connectivity.

Fourier partnered with LRC to modernise their IT infrastructure with cutting-edge solutions.

Key parts of Project Shangri-La included:

- Full migration to Microsoft Azure Cloud
- Collaboration with third-party vendors
- Staff and end-user training
- Staged implementation to minimise disruption
- Centralised portal for ICT services and support
- Cloud-based print solution
- User testing and feedback
- Ongoing support agreements for managed IT and security services
- Automation for a standard operating environment

WHY FOURIER?

Fourier was selected for its expertise in Local Government technology and commitment to customer satisfaction. Key factors included their **extensive track record, understanding of our needs**, **experience** with third-party products, **collaborative approach**, and **comprehensive support** offering.

> *We feel as though Fourier has our best interest at heart*
>
> KIMBERLEY TURNBULL

Results

94% of staff surveyed were very satisfied with the new environment

Streamlined workflows

Enhanced collaboration and efficiency

SUCCESS FACTORS

Fourier's strong partnership with LRC's Innovation and Business Improvement team, combined with rigorous testing and end-user involvement, played a crucial role in the project's success.

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