

**STELLA
AVRAMOPOULOS**
Chief Executive Officer

Kildonan UnitingCare



“ There really is no question about whether we are happy with the IT service provided by ITConnexion, because the answer is a definite yes. We have really enjoyed the relationship that we have invested in with ITConnexion.

They have literally grown with us, and we've done so much together for such a long time now that they have a very good understanding of the different elements of our organisation.

ITConnexion are always enthusiastic and willing to work with my team on exploring different options with us as well as trialling different innovations along the way. They always put in extra effort with every task that is presented to them. They are willing to hear and trial different solutions with us and put in so much of their own time and energy as part of that experimentation. They have worked really well with the agency, as we've grown, they've grown and it is a nice combination.

ITConnexion take a genuine interest in our organisation and this has helped enormously with the development of our infrastructure and systems. Especially in terms of our growth, Kildonan UnitingCare has literally tripled in size. To put that into context, in the last 5 years, when I started as CEO, KUC was a 6 million dollar organisation and now it is a 15 million dollar organisation and ITConnexion have been our IT services provider since 2004.

We needed an IT services company that were proactive and we have found that in ITConnexion. ITConnexion have engaged really well with key staff, people like Pat, he has the patience of a saint and that's what everyone is like from ITConnexion, it's just a very supportive culture. In fact, if there has been any level of frustration it's probably been because we've grown so quickly and often

ITConnexion were chasing us up with regards to implementing solutions purely because of the fast growth and the demands and the essentials that we have needed. In particular, it's their IT consultancy around what we need to do about that which has been very valuable. I've found ITConnexion to be a one stop shop in terms of IT systems development, monitoring of our IT and assisting us with the development of ongoing IT needs.

Currently, we are embarking on new software projects and have entrusted ITConnexion to partner with us in building these much needed systems. It's now only in its infancy, however, we are trying to get databases and different kinds of software built that can safely capture sensitive and meaningful data and the ability to talk to other existing software platforms.

In terms of the broader sector reform and the kind of data aggregation that is needed in the future it is critical that we trust in IT and use it creatively and efficiently. Our new software programs have been mentioned as one of the key aspects of a whole community services reform and certainly those kind of IT projects are going to be very, very important. I'm pleased to mention that we are already trialling a couple of things that the government is quite interested in.

ITConnexion are like a critical friend. We keep growing together; it's a nice position to be in. This is another reason why we do endorse and recommend ITConnexion to our fellow NFP organisations on many occasions.