

## CASE STUDY



### Customer Location

Melbourne, Australia

### Industry

Sports and Entertainment

### Platform

SharePoint® 2007,  
SharePoint® Online,  
Office365

### Critical Needs

- Replacing the legacy database in IBM® Notes®
- Deliver a solution in a technology of choice, Office365 and SharePoint® Online, to maximise Melbourne Stadiums Ltd (MSL)'s Office365 investment
- Develop a new application without the loss of functionality in a cost effective robust way, enabling ease of administration and future development

## Melbourne Stadiums Ltd (Etihad Stadium) kicking goals by removing legacy and capitalising on their Office365 Investment

“Primaxis kept us informed as the project continued and were always quick to respond when we wanted changes and additions”

- Geoff Hall, Information Technology Manager, Melbourne Stadium Ltd

### Success Highlights

- Delivered Staff Tickets and Request System (STARS), in SharePoint® online as a part of Melbourne Stadiums Ltd (MSL)'s Office365 investment
- Increased IT and administration efficiency & control by maximising the power of the SharePoint® online features and applications
- Achieved license savings and removal of legacy technology enabling agile movement as technology advances

### Customer Profile

Melbourne Stadiums Ltd (Etihad Stadium)

<https://etihadstadium.com.au/>

Melbourne Victoria

Events and Sport

Melbourne Stadiums Limited (MSL) manages Melbourne's premier sports and entertainment venue, Etihad Stadium.

### Driving efficiency through removing legacy: Taking the “leap of faith”

When it comes to technology decisions many would assume that the toughest decisions faced by companies would be: “Which technology do we choose? What do we use now and what will be relevant in the future?”. Valid questions are often key to deciding how to do something new.

When dealing with legacy applications that have been good ‘workhorses’ for many years, the decision to move on from them is one of the toughest to make. Moving to an alternative technology can appear to be a lot of effort and disruptive to a productive environment, producing little or no extra benefit.

## The cost of doing nothing

Before considering a change of technology for their STARS, MSL first looked at the costs and overhead of leaving the solution in IBM® Notes®. Evaluating the ongoing financial costs and the risks associated with maintaining a solution in a legacy environment was key to deciding to invest in the future rather than maintaining the past.

For MSL, the evaluation considered the following:

### Costs:

- Maintaining Domino® & server licensing costs
- Database code updates and bug fixing
- Server support & maintenance costs
- IBM® Notes® client updates and maintenance
- Time lost due to lack of single sign on between systems
- Continual password reset requests overhead

### Risks:

- Security risks using a web-based application with out of date software
- Lack of internal knowledge of the IBM® Notes® platform
- Password management difficulties with multiple web technologies

### Cultural:

- Legacy system looking dated and low tech
- Fitting processes to the system rather than system into processes
- Appear to be stuck in the past rather than moving forward.

“We engaged Primaxis to enhance our SharePoint Intranet and provide greater uptake from Etihad Stadium staff”

- Geoff Hall, Information Technology Manager,  
Melbourne Stadium Ltd

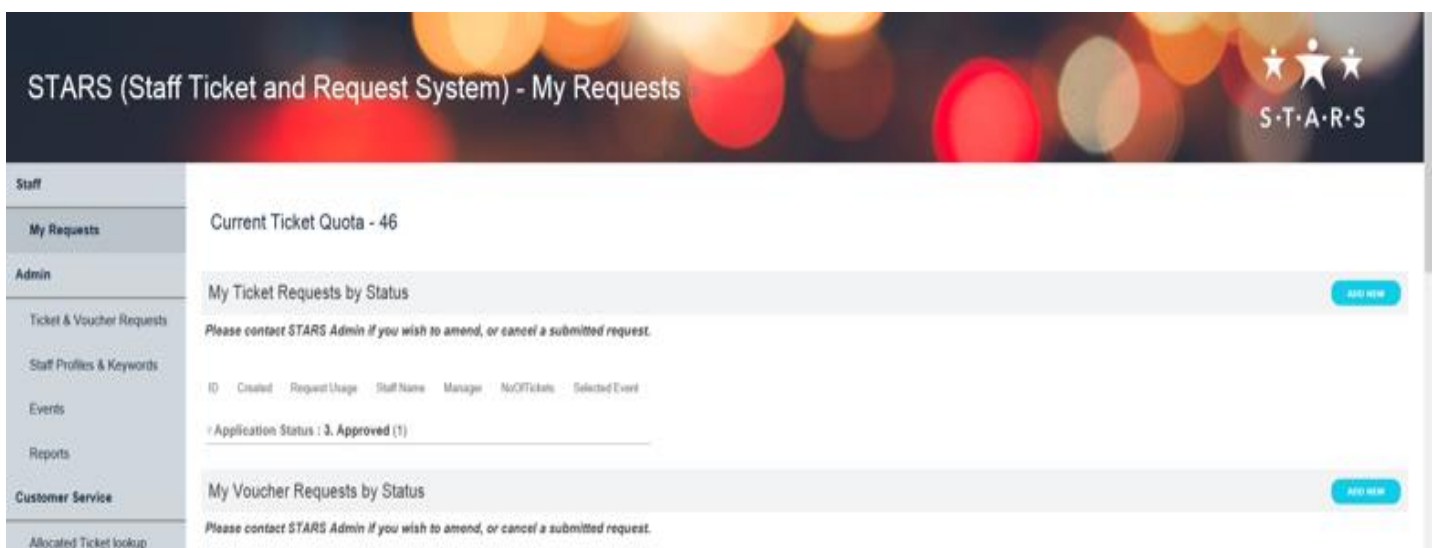


Figure 1: STARS Home Page

## Going on the journey together

Initially we spoke with MSL about their IBM® Notes® licencing requirements. As the conversation continued, we soon discovered that there was an appetite to remove the legacy environment and look to the future with the solution potentially being built in SharePoint® Online.

We saw an opportunity to partner with MSL and help them through the journey of moving the application to SharePoint®. Advantages would be to remove the costs and risks associated with the legacy system and leverage the investment made in Office365.

Primaxis has over 22 years' experience and has partnered with hundreds of clients in similar situations. We saw this as a great opportunity to collaborate with MSL and help them through the transition of change from old to new, giving them the confidence that their goals were our goals.

## How STARS was born

It was clear to us that we had to help MSL build some excitement around replacing the old legacy database in IBM® Notes® with a new application. In discussions with Geoff Hall and Aaron Talbot from MSL we discovered that Aaron kept referring to the system as STARS and without knowing it he had created a brand for our new application.

Branding is a very helpful tool to give something an identity and the feeling of newness, even in a replacement system. We designed a new logo based upon the STARS name, a new look and feel around the new STARS application that formed its identity within the SharePoint® online technology.

The following key considerations determined our solution design process to ensure we were able to deliver what was required on time and within budget and most of all ensure that the transition was as smooth as possible. Together, we determined that the solution must be:

**Cost Effective.** We determined to utilise all the functionality available within SharePoint® Online and supporting applications, preventing the need to buy expensive add-ons. We provided a fixed price contract which set budget expectations.

**Simple to use.** The worst thing to do when replacing a legacy system is to unleash an unwieldy beast that no one wants to use. New features are great when they add to the efficiency and ease of use but not if they create barriers.

**Easy to manage.** Most applications have users and administrators. STARS was no exception. It had to be as attractive for the admins as it was for the rest of staff to excite them and help efficiencies in the processing of requests. This benefits MSL in two ways, 1) frees staff up to take on other initiatives or just be more effective at the work they have and 2) real cost benefits in the reduced overhead for administering this application.

**More exciting and attractive in appearance.** Users don't often know how new something is 'under the hood' but they do know what new looks like in other web applications they use daily. Being able to relate to the way the application looks and works significantly helps adoption.

The result was STARS, delivered in SharePoint® online as a part of MSL's Office365 investment.

## Unleashing the Power of Office365 and SharePoint® Online

To deliver STARS within MSL's SharePoint Online environment we were able to harness the power of the technology available within this environment. Tools and technology available that helped us deliver STARS includes:

- SharePoint® Lists
- SharePoint® Designer
- SharePoint® Pages
- REST API (JavaScript)
- Microsoft Flow

## The Final Siren: Breaking down the benefits

Following are the positive outcomes of the new STARS application:

**The Benefits:** Although efficiencies and cost savings are great there are other benefits.

These include:

- *Enthusiasm.* Engagement of your workforce is key to improving the way you do business. Showing you are willing to invest in better tools to support a staff member's role shows an investment in their work environment.
- *Removing redundancy.* Taking away the need to support technology that isn't in the future roadmap helps IT departments focus on architecting a technology roadmap for the future. Binds to older technology often stifle progress.
- *Scalability.* The application being hosted within SharePoint® Online allows the freedom to make changes to cater for larger storage needs and even a faster server environment if required.

**The Efficiencies:** The implementation of STARS within SharePoint® Online produced several efficiency gains:

- One security model and single sign on
- Instant reporting at various levels
- Approval workflow

**The cost savings:** Although an initial investment was required to build the application, there are also cost savings including:

- Removal of legacy system costs
- IT support simplified
- Already purchased license subscriptions utilised.

“The end result looks fantastic and has proven popular with staff and management”

- Geoff Hall, Information Technology Manager,  
Melbourne Stadium Ltd

## About Primaxis

For over 22 years Primaxis have partnered with organisations to design, develop and deliver IT solutions that streamline processes and improve business outcomes. Focussing on managed services, application innovation, and security, Primaxis is the Microsoft Cloud expert. Over 550 clients trust Primaxis to accelerate the migration, management, and protection of their Office365 and SharePoint® data.

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