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Forecasting Success at The Bureau of Meteorology

Unisys Facilitates Migration to a Secure Email Environment

Critical Services Need Secure and Reliable Communications

The Bureau of Meteorology is Australia's national weather, climate, oceans and water agency. Its expertise and services assist Australians in dealing with the harsh realities of their natural environment, including drought, floods, fires, and tropical cyclones. Through regular forecasts, warnings, monitoring, and advice spanning the Australian region and Antarctic territory, the Bureau provides one of the most fundamental and widely-used services of government departments and organizations.

The Bureau is located across Australia and its territories, including in remote communities, neighboring islands and in Antarctica.

Given the criticality of the services provided by the Bureau, security is of paramount importance. To mitigate risk and increase resilience, the Bureau planned to implement a secure and stable enterprise email solution. The Bureau wanted a solution that would provide improved security using Multi-Factor Authentication, more advanced file attachment management, mobile device management, and malware, phishing, and spam scanning. Additionally, the solution needed to preserve data to meet recordkeeping requirements and improve the user experience.

Unisys Approach

A key consideration for the Bureau in selecting a provider were expertise and experience. Rick Mayhew, Unisys Vice President, explains, "Unisys has a wealth of experience helping government organizations transform their environments to provide better, more efficient, and secure services using digital technologies."

Unisys worked closely with the Bureau's experts to assess the current environment and capabilities, translate the technical requirements into business outcomes, and identify gaps and risks. In so doing, Unisys built trust with the agency and demonstrated complete alignment with its transformation roadmap and strategic direction.

Michael Webb, General Manager, Service and Infrastructure at the Bureau said, "Unisys brought a deep knowledge of Office 365 and worked with us to understand how it would best apply to the Bureau's operating environment."

Unisys leveraged its organization change management expertise to understand the Bureau's culture and discern how to roll out a new way of working that would be understood, welcomed, and owned by the agency's staff. Using the Bureau's organizational change management framework, Unisys worked with the Bureau to jointly create a change management plan aligned to specific phases of the project that the Bureau could roll out.

The close collaboration between Unisys and the Bureau ensured any obstacles were rapidly overcome. For example, Unisys created a solution to address the migration of the very large and complex mailboxes that were burdening the Bureau's exchange databases and determined how to smoothly migrate corporate mail without impacting operational mail services or lessening the agency's security posture.

"Unisys went to extraordinary effort to ensure that the mailbox migration solution would flow smoothly and be supported by the project team, and that the Bureau's end users were looked after during their mailbox migrations," Albert Wong, the Bureau's Client Systems Unit Manager asserts.

"This project was well planned and it has enabled us to achieve the desired outcomes, with minimal impacts to users." - Michael Webb, General Manager, Service and Infrastructure, Bureau of Meteorology

Achieving Digital Transformation

By partnering with Unisys, the Bureau of Meteorology achieved:

- Security to mitigate risks and increase resilience for its enterprise email platform.
- Migration of all corporate email to Exchange Online within project timelines and on budget.
- High end-user adoption and satisfaction with Exchange email environment achieved via strategic organizational change management.

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