



## Diaxion IT audit leads to a healthy outcome for GP NSW

### OVERVIEW

**As the representative body of Divisions of General Practice in NSW, GP NSW was developing a shared IT service to be provided to primary care across NSW.**

**At the time of contacting Diaxion, the service was not yet commissioned and GP NSW management required an assessment of sustainability and any likely remediation paths required to finalise the service and sustainability.**

### The Business Challenge

General Practice NSW (GP NSW) is the state based support and advocacy organisation for 33 Divisions of general practice operating across NSW. One of their primary functions is to support the implementation of programs that enhance the quality of general practice and primary care across NSW and improve health outcomes for patients.

GP NSW commenced implementation of a large scale e-Health program with complex technical, operational and security requirements and needed an improved strategic understanding of the organisational risks in expanding the project.

The Board and management also needed an external stocktake to assess implementation processes and ensure compliance with best practice in virtualisation and with security requirements for eHealth services.

### The Solution

GP NSW contracted Diaxion to assess the sustainability of the project and provide recommendations and implementation of remediation to meet immediate program objectives.

Diaxion commenced the engagement by implementing a full discovery process to understand the strategic aims of the project and organisation.

At the conclusion of this process, Diaxion staff worked closely with GP NSW personnel, building trust and capacity within the organisation and openly sharing expertise. The Diaxion team quickly gained a thorough understanding of the architecture, security requirements, financial & commercial consideration and strategic risks.

Following the initial audit and review of systems and capability, Diaxion presented a complete diagnostic and remediation offering including cost recovery model, roles & responsibilities matrix and contractual and marketing reviews. Diaxion conducted interviews with key stakeholders in order to gain a full and comprehensive understanding of the project status and participated in key meetings and management discussions throughout the consultation period.



*“Diaxion consult in an honest and open manner, they told us what we needed to know, not necessarily what we wanted to hear. At all times they supported their views and recommendations with knowledge and experience.”*

*“Diaxion build trust with ease and excel at getting to the heart of the brief quickly. They maintain focus on the customer and work in partnership with the organisation.”*

*“ With the expert analysis and contribution of Diaxion we were in a position to provide complete visibility and confidently brief our Board and stakeholders on the opportunities and risks associated with the project.”*

Caroline Curtin  
General Manager  
GP NSW

## The Business Benefits

On completion of the Diaxion audit GP NSW gained increased confidence in the potential of the project to deliver to their business objectives and saw Diaxion as a trusted advisor.

Diaxion continue to provide on-going technical expertise and advice to GP NSW having gained a comprehensive understanding of the business and built close working relationships with management.

## The Future

GP NSW continue to place their trust in Diaxion's IT expertise and value the partnership approach taken by Diaxion staff.

## Client Company Profile

Formerly known as the Alliance of NSW Divisions Ltd, GP NSW was established to work at state level to support and promote the work of the NSW Divisions Network and to maximise their capacity and influence in the primary health care sector.



The best IT solutions are not about a single approach to a problem but about how a solution complements an entire organisation's strategy.

Diaxion offers IT strategy and optimisation services to support and promote business goals. By integrating IT solutions across business units and building strong IT capability and understanding, organisations are given the best chance of achieving their business targets.