

work better **togetha**

▲ ATlassian Platinum Solution Partner

# Modernising Critical Health Operations with Atlassian Cloud & JSM

How Togetha Helped a Major National Health Agency Modernize Critical Operations with a Secure, Scalable Atlassian Cloud ITSM Platform.



## Overview

A major Australian Government health organisation responsible for mission-critical, life-saving operations sought to replace its outdated, unsupported on-premise service management system. With an annual budget exceeding \$2B, the organisation required a scalable, secure, cloud-native platform to support incident response, change management, asset tracking, and operational coordination.

Togetha was selected for its deep Atlassian Cloud expertise, proven government delivery experience, and collaborative co-delivery model.

## Key Challenges

- Legacy ITSM platform no longer supported or maintainable
- Fragmented service processes affecting incident response times
- Manual, inconsistent workflows across teams
- Limited asset visibility and poor integration capability
- Significant staff retraining required due to entrenched legacy tools
- Need for a secure, government-compliant Cloud platform



## Why Togetha Was Selected

The organisation selected Togetha for its:



**Expertise in Atlassian  
Cloud and JSM at  
scale**



**Strong delivery  
track record with  
government  
and regulated  
environments**



**Outcome-focused  
agile approach**



**Co-delivery model  
designed to uplift  
internal capability**

# Togetha's Enterprise Solution

Togetha implemented a comprehensive, Cloud-based service management solution aligned with ITIL best practices and government-grade security.

## Key Capabilities Implemented

### 1. ITIL-Aligned Service Management

- Incident, problem, change, and asset management processes
- Configured workflows standardised across teams

### 2. Deep Integrations with Enterprise Systems

- Microsoft Entra (Azure AD)
- Intune for asset synchronisation
- Additional integrations for user provisioning and governance

### 3. Workforce Upskilling & Enablement

- Role-based training sessions
- Hands-on workshops
- User guides and operational documentation

### 4. Ongoing Post-Go-Live Support

- Monthly & annual environment reviews
- Feature enhancements and optimisation
- Ad-hoc coaching via Togetha's Managed Support Plan

### 5. Expansion Beyond IT

Togetha continues to support the organisation as it expands Atlassian Cloud usage to:

- Procurement
- Finance
- HR
- Additional corporate teams



# The Results

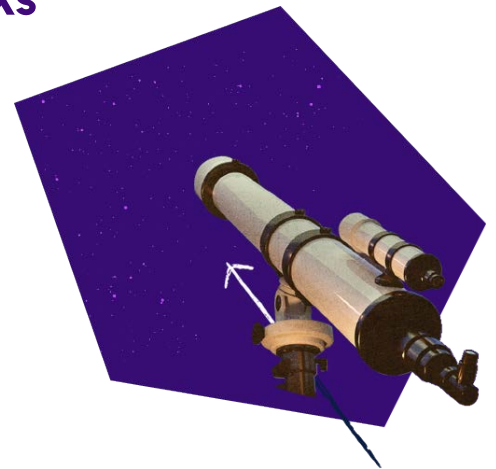
The transformation delivered substantial improvements across service management, digital maturity, and organisational coordination.

## Operational Outcomes

- Centralised, streamlined service management replacing fragmented legacy tools
- Faster incident resolution and improved service quality
- Standardised processes across business units
- Significantly improved asset visibility and tracking
- Empowered workforce with strong Cloud literacy and adoption
- Future-ready platform able to scale across the enterprise

## Recommended Togetha Promotion Links

-  [JSM at Scale Across Your Organisation](#)
-  [Managed Services Support](#)
-  [ITSM Starter Pack](#)



## Working With togetha

Togetha was named the client's 2024–2025 IT **Supplier of the Year** for our significant impact on their operations and digital transformation. Our mission is simple: **help organisations “Work Better Togetha”** by enabling effective team collaboration and increased delivery through correctly configured tools.

To explore how Togetha can support your organization, please [reach out to us here](#).

 [www.togetha.group](https://www.togetha.group)  [hello@togetha.group](mailto:hello@togetha.group)  Australia +61 2 6190 1554 & Hong Kong +852 2127 0772