beyondblue

ACHIEVE HIGH

AVAILABILITY
**ABOUT beyondblue**

*beyondblue's* vision is to ensure that all people in Australia achieve their best possible mental, health by equipping everyone in Australia with the knowledge and skills to protect their own mental health, and the confidence to support those around them by making anxiety, depression, and suicide part of everyday discussions.

**THE CHALLENGE**

*beyondblue's* online platforms are key to providing information and support to those in need. Any outages of the platform can cause undue stress and risk to those involved.

*beyondblue* set out to improve overall site stability, improve responsiveness of the site, and put in place support that would guarantee uptime. Due to the nature of the site and the information and support it provides, it is imperative that the website is always available.

**THE SOLUTION**

*beyondblue* initially engaged Melbourne IT to conduct discovery workshops and produce a high-level design for the delivery of a new platform suited to meeting beyondblue's business performance, risk, and operating objectives, as well as detailed estimates for design, deployment, configuration, and operational support activities identified during the discovery activities.

As a result of this engagement, MIT proposed a design built around AWS that included improved functionality of the website through content offload, site availability, and improved security. This was supported by Melbourne IT's Enterprise Support model that includes managing tickets, incidents, and requests with *beyondblue's* digital agency. MIT now provides all the management, governance, and secure operations across the entire site, from Infrastructure to Content. This allows beyondblue to focus on creating and pushing content out to the website in a controlled manner, reducing risk and rollbacks.

**THE OUTCOME**

Since moving to Amazon Web Services managed by Melbourne IT, the platform has been stable and secure with zero outages.

Melbourne IT is proud to be working with *beyondblue* to help all people in Australia get the support they need to achieve their best possible mental health.