10 years of Fractional IT leadership for
Deaf Aotearoa

ABOUT

Deaf Aotearoa is the national voice and service provider for Deaf people in New Zealand, dedicated to promoting the rights and culture of the Deaf community. As a representative of New Zealand in the World Federation of the Deaf, Deaf Aotearoa works closely with Deaf communities, government agencies, and other organizations to raise awareness and promote New Zealand Sign Language (NZSL).

WHAT WAS NEEDED?

The key issue for Deaf Aotearoa (DA) is to balance quality and cost in their IT services. As a not-for-profit, they needed high-quality technology solutions without exceeding budget constraints. Previously, IT was managed by a small provider, but as DA grew they required more rigorous efficiency, effectiveness and security. Additionally, they sought a strategic approach to IT architecture and services to ensure they were taking advantage of technology changes. Faced with complex challenges like licensing management and new solutions, they recognized the need for expert support.

OUR SOLUTION

With Kambium providing Fractional Leadership as part of its ITMaaS service, Kambium undertook a strategic IT transformation initiative to improve operational efficiency, enhance governance, and support better decision-making. Key initiatives included annual IT reviews and budgeting to ensure continuity and manage vendor relationships, robust governance to meet funding requirements, and the deployment of BI dashboards for improved reporting. Kambium also streamlined processes for interpreter bookings and project management by automating internal workflows using Microsoft tools and hired and mentored an internal IT staff member. These efforts resulted in a future-ready IT infrastructure that supports the organization's long-term goals.