

Catholic Healthcare Builds Visibility, Governance, and Confidence for Its AI Journey with AvePoint

Company Overview

Catholic Healthcare is a leading not-for-profit aged care provider serving communities throughout New South Wales and southeast Queensland. The organisation operates 41 aged care homes and 13 retirement villages, alongside home and community services. It is supporting approximately 13,000 older Australians through a workforce of 6,000 employees and 700 volunteers. The organisation's mission is to support the dignity, life, and spirituality of older people through connected and inclusive communities.

Location

New South Wales, Australia

Industry

Healthcare

Platform

Microsoft 365

Key Highlights

- Gained greater visibility into data locations, permissions, and access rights across Microsoft 365
- Supported the secure rollout of Microsoft Copilot while helping Catholic Healthcare maintain its privacy and cybersecurity requirements
- Protected approximately 71 TB of organisational data through AvePoint solutions
- Achieved approximately 2,800 hours of productivity gains in a single month through Copilot adoption
- Strengthened resilience with visibility, backup, protection, and archiving capabilities that support ongoing compliance and risk management

Critical Needs

- Establish clear visibility into where data resides, who has access to it, and whether permissions are appropriately configured before introducing AI capabilities
- Protect sensitive health and personal information while maintaining compliance with privacy, cybersecurity, and regulatory requirements
- Create a secure foundation for Microsoft Copilot and broader AI initiatives
- Reduce the risk of data loss, oversharing, and unauthorised access during AI adoption
- Ensure investments in AI deliver measurable business value and productivity improvements

The Challenge

Catholic Healthcare began exploring how emerging technologies, including Microsoft Copilot, could improve operational efficiency and help employees focus on higher-value work. As an aged care provider managing sensitive resident, client, and employee information, the organisation first needed confidence in its data estate.

Catholic Healthcare needed greater visibility and control across its Microsoft 365 environment, including where information was stored, who could access it, and whether permissions aligned with business requirements. It also needed assurance that sensitive data was protected and recoverable. A stronger data foundation was essential to managing security, privacy, and compliance risks as Catholic Healthcare expanded its use of AI.

"Visibility was the key to ensure that the implementation of AI was accurate and correct

and delivered the outcome that was required,” says Moet Sela, Senior IT Operations Manager. “We wanted to ensure that AI was delivering the outcomes we wanted in a secure and private manner.”

The AvePoint Solution

Catholic Healthcare expanded its partnership with AvePoint, building on an existing relationship supporting backup and data protection across Microsoft 365. As the organisation explored Microsoft Copilot, it sought a clearer view of its data estate, including where information was stored, who could access it, and whether governance controls were fit for purpose.

Using the AvePoint Confidence Platform, Catholic Healthcare reviewed data access and sharing practices while strengthening backup, protection, and archiving. Together, these capabilities gave the organisation greater visibility into its Microsoft 365 environment and stronger control over data access and sharing as it expanded its use of AI.

Sela cited AvePoint’s longstanding relationship with Catholic Healthcare and tailored approach as key reasons for extending the partnership to support governance and AI initiatives.

For CIO Brett Reedman, the value extended beyond the technology to the partnership behind it.

“People quite often jump to the conclusion that they need to implement a specific technology without understanding the true problem they’re trying to solve. AvePoint really partnered with us. They took the time to understand the challenges we were facing and helped identify the gaps that existed within our environment,” Reedman said.

Outcomes

Catholic Healthcare now has greater oversight of data access, permissions, and sharing practices across Microsoft 365. This helps the organisation strengthen governance while supporting its privacy, cybersecurity, and compliance obligations.

The organisation has also realised measurable productivity benefits from Microsoft Copilot. In a single month, employees achieved approximately

2,800 hours of productivity gains by spending less time on routine administrative tasks and communications, enabling teams to focus on higher-value work.

At the same time, AvePoint solutions help protect approximately 71 TB of organisational data while supporting recovery, archiving, and long-term information management. Together, these capabilities strengthened Catholic Healthcare’s resilience and supported its approach to risk management and evolving regulatory requirements.

“AvePoint solutions give us a multilayer approach to confidently proceed with our AI journey,” Sela shares. “Visibility, protection, and archiving reduce our risk profile when implementing AI across the organisation.”

The Road Ahead

With stronger governance and data protection practices in place, Catholic Healthcare is focused on expanding how technology supports employees and the people it serves. AI remains a key area of interest, particularly where it can reduce administrative work and allow frontline teams to spend more time delivering care.

As technology evolves, Catholic Healthcare remains focused on ensuring innovation delivers meaningful outcomes for residents, clients, and employees.

“What excites me about the future is the utilisation of AI to deliver human-centred services for our clients and residents,” says Sela. “By utilising AI, we will be able to reduce the mundane tasks our frontline employees conduct every day. You can’t do that without having confidence in your permissions, privacy, and cybersecurity.”

For Reedman, success will continue to depend on a strong data foundation:

“Artificial intelligence and what it can do for organisations, particularly in the healthcare space, is exciting. But key to that is good quality data and strong governance. AvePoint technologies give us that foundation to take us forward.”

