

Building & Inspiring Relationships

For Tristram Morgan, Managing Director of 365 Solutions Group there are three critical ingredients for being a successful entrepreneur; the first is to follow your instincts and ignore advice from others, because you will generally be doing something that they have not done. The second is to find a new way to do things others do, or to do something entirely new, and either path can lead to the 'blue ocean' market that you can own. The third is to lead by example and only ask your team to do things that you are prepared to do yourself. Armed with these ingredients the steadfast leader has been transforming 365 Solutions Group and driving rapid growth within the business.

Tristram has a real passion for two things, which are to solve problems, and to make a positive difference in the world. "I am fortunate enough to have found a way to fulfil both of these passions entirely, because our entire business is based on helping customers to remove bottlenecks from their businesses so they can work more efficiently, and we combine this with funding important work through the B1G1 organization for every customer interaction, which supports the UN's 17 Goals of Sustainable Development"

365 Solutions Group was founded by Tristram when he became aware that many small businesses have few options for getting help with automating their processes, and he could offer them tools to become more efficient through their existing subscriptions to Microsoft 365. "This is important to me because we are moving more and more towards the 'gig economy' where traditional jobs are eroded, and most people need to become entrepreneurial in order to make a living- if they don't become entrepreneurs themselves, there is a strong possibility that they will work for someone who has," he says. "We focus entirely on the Microsoft technology stack; we have developed deep expertise which enables us to provide innovative solutions that are unique." Since the COVID-19 pandemic, there is even more demand for the company's solutions, which help businesses to enable staff to work from anywhere on any device, to protect their data from cyber-attack, and to capture meaningful metrics about their performance through dashboards and reports.

Volunteer Marine Rescue Brisbane do wonderful work rescuing people from the sea and rivers around Brisbane, and their processes were almost entirely manual, with duplication of data entry between their website, MS Access, MYOB, MailChimp and a couple of other systems like the security and access application that enables access through the boom gate. Over the course of about 6 sprints across 2 years, 365 Solutions Group integrated all of the above to provide a seamless, highly automated process that saves them about 3,000 hours per year, which is 1.5 full-time employees. The tools they used are SharePoint and Flow (now called Microsoft Power Automate), and those integrate with their third-party systems through APIs. Being a volunteer-based organization, there was no hard ROI on wages, but it is now much easier for them to recruit new Membership Officers and Treasurers as the workload is much less onerous, and they also discovered about \$25,000 of revenue annually that was being missed.

365 Solutions Group is constantly evolving their offerings, and have several new product offerings in development currently, with more planned once they are complete. They have built several apps that sit on top of SharePoint, Dynamics CRM and Power Apps in particular, with more always being developed, as these are great ways for customers to start using and understanding the power of these tools before embarking on major development projects. "We are also ramping up our value-added services such as quarterly reviews and support services for those customers who are entirely in the cloud, and therefore can be supported in any location," says Tristram. "One last message I want to reinforce is the importance of contributing to society as a successful business, because it makes your work so much more meaningful and impactful than simply making money and helping customers." **IE**



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Group

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*Tristram Morgan,
MD*