

How the Tasmanian Transport Museum Solved Critical Email Issues and Simplified Microsoft 365

Introducing Tasmanian Transport Museum

[Tasmanian Transport Museum](#) is a not-for-profit organisation dedicated to preserving Tasmania's transport history. Located in [Glenorchy](#), the museum maintains an extensive collection of historic trams, electric trolley buses, trains, and buses dating from the 1800s through to the early 1990s.

Through restoration, preservation, and [public heritage train and bus rides](#) held on selected Sundays, the museum brings Tasmania's transport legacy to life for visitors, volunteers, and the wider community.



The Situation

The Tasmanian Transport Museum began searching for a new IT partner after receiving notification that its Microsoft non-profit licensing arrangement would soon change. The museum would need to either move to a basic free service with limited functionality or transition to a paid Microsoft 365 business plan.

This created a practical challenge. Under the organisation's constitutional governance rules, credit card payments are not permitted, making Microsoft's standard subscription billing arrangements difficult to manage.

At the same time, the museum was dealing with persistent email delivery problems. Important messages were frequently redirected to spam folders or not delivered at all. For an organisation that relies on communication with members, volunteers, and external partners, this was becoming increasingly disruptive.

Without internal IT expertise to resolve the issue, the museum began searching for a partner with experience supporting not-for-profit organisations and an understanding of the operational realities charities often face.



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Netier quickly understood the challenges we were facing as a not-for-profit organisation and showed that they had the experience and willingness to help us move forward with confidence.

Stuart Rutherford – Web/Sales Admin Officer

How Netier Solved the Issue

The first step was understanding the museum’s governance requirements, operational environment, and the issues affecting everyday communication.

Rather than focusing on a single technical fix, the goal was to strengthen the museum’s technology environment so it could operate with greater confidence and stability.

✓ Foundation

We transitioned the museum’s Microsoft 365 environment so licensing and billing could be managed through Netier. This removed the administrative barriers created by the organisation’s governance requirements while ensuring the museum retained access to the tools it relies on every day.

✓ Security

Additional protections were introduced to strengthen the museum’s cybersecurity posture. With professional oversight of the environment, the organisation now has greater confidence that its systems and data remain protected.

✓ Continuity

Important files had previously been stored locally on a single laptop hard drive. By introducing secure cloud storage, authorised users can now access key information safely while significantly reducing the risk of data loss.

✓ Enablement

The root causes behind the museum’s email delivery issues were identified and resolved. Emails are now delivered directly to recipients’ inboxes rather than being filtered into spam folders.

We also worked with the team to improve how member distribution lists are managed, strengthening communication across the organisation.

What Sets Netier’s Approach Apart

From the first conversation, the focus was on understanding how the museum operates and what would work within its structure.

Volunteer-led organisations often operate with limited budgets, minimal internal IT expertise, and technology systems that still need to perform every day. Recognising these constraints allowed us to recommend solutions that were practical and achievable for the museum.

While many IT providers focus on larger organisations, we take the time to support teams of all sizes and tailor our approach to their environment.

The result was a collaborative partnership focused on building an IT environment that supports the museum both now and into the future.

Outcome Highlights

- ✓ **Email communications now reach the right place**
External email delivery issues were resolved, ensuring important messages arrive directly in recipients' inboxes.
- ✓ **Microsoft 365 management has been simplified**
Licensing and billing are now managed through Netier, removing administrative barriers and aligning with the museum's governance requirements.
- ✓ **Critical files are now protected and accessible**
Secure cloud storage replaced single-device file storage, improving both accessibility and data protection.
- ✓ **Cybersecurity protections have been strengthened**
Improved safeguards and professional oversight provide confidence that systems and organisational data remain protected.
- ✓ **Access to experienced IT support**
The museum now has ongoing access to expert IT support when guidance or assistance is needed.



Netier's support has made a real difference. Our communications now work properly and we have the confidence that our systems are being looked after by people who understand organisations like ours.

Stuart Rutherford – Web/Sales Admin Officer

Supporting Not-for-Profit Organisations to Strengthen Their Technology

For many not-for-profit organisations, technology plays a critical role in communication, operations, and service delivery. With the right systems and support in place, teams can focus on delivering for their members and community.

If your organisation wants to simplify Microsoft 365, strengthen cybersecurity, and ensure your technology supports the work you do every day, we can help.

Contact Netier to see how the right IT partnership can support your organisation.

Contact Our Team Today

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netier.