

Transforming Psychology Education and Community Mental Health Services with Cisco Webex

A Modern Collaboration Solution Case Study



Client Snapshot

ISN Psychology is a higher-education provider offering undergraduate and postgraduate degrees in psychology. Their programs are led by leading academics and focus on both clinical practice and translational research, preparing graduates to make a real impact in the field.

- **Industry:** Education, Healthcare, Telehealth
- **Organisation:** ISN Psychology - a leading accredited private higher education provider in Ivanhoe, Victoria
- **Key Stakeholder:** Professor Tony Paolini, CEO & President

“Cisco Webex has delivered a seamless, secure, and scalable platform that is transforming how we educate and serve our community.

This is a game-changer for psychological education and mental health service delivery.”

Tony Paolini



Challenges - Business Problem:

ISN Psychology needed to modernise its clinical education and mental health services to meet growing student and community demand. They required a secure, scalable platform for remote placements, telehealth counselling, and expanded access to psychological support.

Solution:

In partnership with Kyttec, ISN Psychology deployed Cisco Webex Meetings, Calling, and collaboration devices to enable secure virtual learning, telehealth counselling, and seamless communication.

This foundation empowers students to gain real-world clinical experience under expert supervision.

Outcome:

Students continued high-quality clinical placements through secure telehealth, while mental health services expanded across Victoria.

The Cisco platform streamlined operations, ensured compliance, and set the foundation for rural community outreach.

Challenge / Business Problem

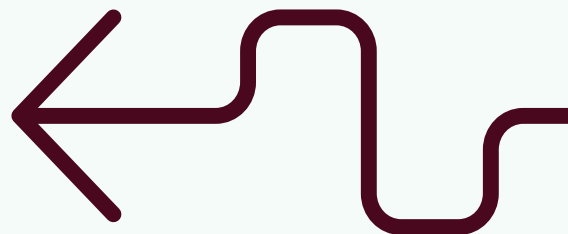
ISN Psychology faced the complex challenge of modernising its clinical education and mental health service delivery to meet evolving student needs and community demand.

The organisation needed a future-ready platform to:

- Seamlessly deliver remote, practical clinical placements essential to their psychology degrees.
- Facilitate secure, confidential telehealth counselling sessions aligned with stringent privacy standards.
- Expand access to psychological support services beyond traditional clinic walls, including underserved regional populations. Provide flexible, scalable tools that empower
- students, educators, and clinicians in a rapidly changing healthcare landscape.

Objectives

- Deliver a secure, integrated platform to support remote teaching, clinical supervision, and telehealth counselling.
- Ensure continuity and quality of practical placements critical to student qualification and competence.
- Enhance service reach by offering remote mental health consultations to diverse communities.
- Build a scalable infrastructure to support ongoing innovation in education and healthcare delivery.



The Solution

Partnering with Kytect, ISN Psychology implemented a comprehensive Cisco Webex solution encompassing:



Cisco Webex Meetings — enabling high-fidelity video consultations, virtual lectures, and remote examinations with enterprise-grade security and multi-factor authentication.



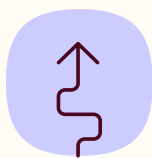
Cisco Webex Calling — a cloud-based telephony platform delivering seamless communication without the cost and complexity of onsite hardware.



Deployed Webex Boards and Room Kit Minis at clinical sites to support collaborative care and content sharing.

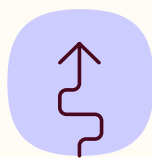
This technology foundation empowers ISN students to conduct real-world telehealth counselling placements under expert supervision, ensuring practical competence and professional readiness.

Results & Outcomes



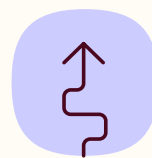
Continuity & Quality:

ISN's students continued uninterrupted, high-quality clinical placements through secure telehealth, safeguarding education standards.



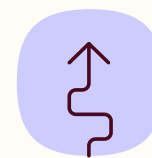
Community Impact:

Remote counselling services expanded, offering accessible mental health support to thousands across Victoria and beyond.



Operational Excellence:

The all-in-one Cisco platform simplified workflows, improved security compliance, and scaled effortlessly to support ISN's growth.



Future-Ready:

Plans are underway to extend telehealth outreach to rural and remote communities via supported hub locations.

Key Takeaways



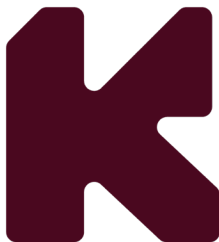
Integrated cloud communication platforms are vital to modernising clinical education and healthcare delivery.



Secure telehealth is an effective enabler of practical training and expanded community services.



Technology partnerships accelerate innovation and strengthen operational resilience in education and health sectors.



Ready to transform your education or healthcare services with secure, scalable communication solutions? Connect with Kytec to design and deploy Cisco Webex platforms tailored to your mission-critical needs.

Contact us | Kytec

