

# Implementing an effective remote working capability

Socitm Advisory's customer was large a public sector organisation that had worked on over 44,000 heritage projects across the UK. The customer had 300 colleagues, based throughout the UK, who were using old and antiquated desktop systems. These systems were impacting the productivity of colleagues across the organisation, which in turn was causing a significant reduction in the confidence of IT provision.

Socitm Advisory originally conducted a User Satisfaction Survey in 2018 and reported these findings back to the customer. Before feeding back a series of recommendations and a comprehensive action plan to help address these issues.

Following this, they conducted a follow-up survey in May 2020.

## The solution

Socitm Advisory's recommendations and support were instrumental in building the business case for IT transformation, which included the adoption of a strategic partner and resulted in the organisation embarking on a transformation journey that enabled the decommissioning of old IT infrastructure and the migration of services to the Cloud.

During this time, the customer moved the entire organisation to Microsoft 365 and provided new integrated laptop and phone devices for all staff. This phase of the digital transformation was completed a few months before Covid-19 took hold of the UK, when all staff were immediately forced to work from home. This ensured their customer was in a position of strength to manage the challenges faced during this time.

## The outcome

As a result of the customer move to Cloud and roll out of Microsoft 365, all staff were instantly able to work remotely from anywhere at all and without any disruption to their productivity. They were able to continue its vital investment running the entirety of the organisation remotely and protecting the £1.1bn investment in its current projects as well as providing emergency funding responses to the sector.

Socitm Advisory then conducted a follow up survey in May 2020, and the results illustrated a huge improvement in user satisfaction, when compared against the previous survey. There has been a complete turnaround, particularly around flexible working, quality and reliability of equipment, and trust in management. The customer made the decision to invest in its IT service and in doing so, empowered staff to work flexibly from home, whilst being supported remotely by its dedicated IT Team.

[Digital and ICT impact survey report](#)[Socitm - find out more](#)

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