

Agilisys



We make digital perform for the City of London

Agilisys enables the City of London to build a more modern, responsive workplace

We enabled the City of London Corporation to empower more than 3,000 staff with a flexible digital working environment that accelerates productivity.

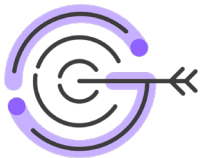
At a glance

- Agilisys collaborated with the City of London Corporation to create a more modern workplace for more than 3,000 users.
- We enabled a seamless migration from complex and heavily customised systems to state-of-the-art platforms—including Windows 10, Office 365 and SharePoint Online.
- We rationalised the corporation’s existing intranet content by 80%, enabling staff to find essential information much more easily.
- We migrated four large electronic document and records management systems (EDRMS), totalling around 900GB and half a million files.
- We deployed In-tune mobile device management for more than 1,000 users, empowering more secure and productive mobile working.



Challenge

- Enable a more modern, responsive and collaborative workplace.
- Refresh out-of-date IT and services reaching end-of-life.
- Transform multiple systems and services simultaneously.
- Migrate a complex, customised environment to the cloud without losing functionality.



Solution

- Defined the ideal technology stack and transformation business case to achieve sign-off.
- Applied multiple teams to deliver different work-streams simultaneously.
- Rolled out and migrated to modern workplace solutions, including:
 - WAN and LAN improvements
 - Exchange Online
 - Windows 10
 - Microsoft Intune
 - Office 365
 - SharePoint Online
 - OneDrive for Business



Impact

- Staff are more mobile and able to work flexibly from any location.
- Greater productivity due to secure collaboration and anywhere access to data.
- Seamless, high-band width connectivity to cloud services.
- Easier access to essential information via a lean, modern intranet.

Challenge

Towards a smarter workplace

To build a more productive and connected workforce, the City of London Corporation needed to modernise and migrate complex, end-of-life systems that had grown organically over many years.

Like many public-sector organisations, the City of London Corporation needed to do more with less. Facing tightening budgets, changing demographics and rising community expectations, they needed to spend less while delivering services more effectively.

Crucial to achieving this vision was a more modern, responsive and highly collaborative working environment. Staff needed to be able to work anywhere, anytime and on any device—with the ability to find, access and share essential information easily.

However, realising this goal demanded a large and complex digital transformation. They were facing an out-of-date IT estate, with multiple services on the cusp of end-of-life. As a result they needed to refresh and modernise their on-premise systems, while migrating email, storage and collaboration to more flexible, cloud-based platforms like Microsoft Office 365, OneDrive for Business and SharePoint Online.

Since staff productivity depends on many infrastructure elements working together, this transformation also needed to address multiple areas at once to succeed.

In particular, the City of London Corporation's existing intranet had grown organically over many years—resulting in a tangled web of more than 4,500 pages, many of which had expired, were never published, or were no longer required. This made it very difficult for staff to find the information they needed quickly. A large number of redundant SharePoint team sites had also built up over time.

Teams within the organisation also relied on four large electronic document and records management systems (EDRMS), totalling around 900GB and half a million files. These heavily customised, integrated and automated systems needed to be migrated into the cloud without compromising their existing functionality.

Additionally, a more agile mobile device management was needed, since a BlackBerry server and handsets were still in use, as well as third-party tools for remote email access.

Building on a long-standing partnership with the City of London, Agilisys stepped in to deliver this challenging digital transformation.



Solution

Transformation that works



We drove a wide-ranging transformation for the City of London—enabling a faster and more resilient network, upgraded Windows 10 desktops and a move to cloud-based content services that allowed access to information anytime, anywhere, in any browser and on any device.

Initially, we worked closely with the City of London Corporation to understand its requirements and the need for change. Crucial to this process was mapping the existing IT estate, so that a future roadmap could be developed, including the ideal technology stack and target operating model.

We then defined a clear business case, policies and standards for the change programme, supporting the corporation's own strategic decision-making to achieve sign-off on Desktop, Office365, LAN and WAN transformations.

As this was a large and complex programme that needed to be completed as quickly as possible, our strategy focused on multiple teams delivering different work streams simultaneously:

WAN and LAN improvements

We carried out infrastructure modernisation to support the corporation's increased bandwidth demands following the migration of its data to the cloud. We also refreshed end-user hardware, including both laptops and desktops.

Office 365

We rolled out Office365 to enable secure sharing, version control and co-authoring, as well as enhanced security and compliance features.

Windows 10 and OneDrive for Business

To enable seamless content storage and collaboration, we worked with the Microsoft FastTrack team to migrate the City of London Corporation to OneDrive for Business as rapidly as possible. This move was also carefully coordinated with a corresponding shift to Windows 10 across their entire IT estate.

Exchange Online

We migrated the corporation to Exchange Online, enabling business-class email, anywhere, anytime and on any device.

Microsoft Intune

We enabled mobile management for more than 1,000 staff, with controls that are both flexible and better protect information security.

SharePoint Online

Our greatest challenge was refreshing and rationalising their existing intranet content. Closely collaborating with the editor community, we established a governance steering-committee to provide strategic leadership on this transformation.

By identifying, classifying and building cutover sites for active content, we were able to reduce the amount of team sites in use, and reduced the amount of intranet content by around 80%.

We then migrated all the remaining content from SharePoint 2010 into Microsoft's more flexible, cloud-based SharePoint Online service. This provided a single platform for communication across any device and any browser, as well as a more modern information architecture and intuitive task-based navigation system.

However, we were also faced with a large volume of complex SharePoint team sites where existing functionality could not be replicated out of the box in SharePoint Online. As a result, we had to develop custom SharePoint Framework (SPFx) web-parts to replace missing functionality before newly migrated sites could be handed over to City of London employees.

Impact

Empowering modern ways of working

Following the successful completion of this complex transformation project, the City of London Corporation now has a robust digital estate that's fully optimised for staff productivity and efficiency.

Our organisation-wide efforts have transformed how employees of the City of London Corporation work day-to-day.

Staff are now far more mobile and able to work flexibly from any location. The ability to collaborate and securely access information anywhere, anytime and on any device has greatly enhanced productivity across the organisation.

With Office 365 rolled out across all devices, employees can now take advantage of modern features to control when, how and with whom they share data—such as secure sharing, version control, co-authoring and enhanced security and compliance capabilities.

A leaner and more modern intranet also makes it far easier for employees to find essential information as soon as they need it. Additionally, high-bandwidth connectivity from all corporate locations means employees can seamlessly access

cloud-based data and services, including an increased personal document storage via OneDrive.

We successfully migrated more than 3,000 users to new Exchange Online mailboxes and OneDrive for Business cloud storage, while ensuring that all their existing work-related content moved with them.

Additionally, the mobile devices of more than 1,000 users are now being more flexibly and securely managed via Intune.

In addition, the corporation is also able to provide full remote support, with no need for desk-side visits. Predictive maintenance and monitoring, as well as automated patch management, means that the corporation can maintain this new level of productivity over the long-term, reaping the greatest possible rewards for both staff and City of London residents.

“We had an ambitious vision to transform digital working across the City of London Corporation using Microsoft Windows 10 and Office 365. With Agilisys as our partner, we were able to complete this transition confidently and make dramatic time and cost-savings. With a modern SharePoint intranet providing relevant and up-to-date information, along with team sites and OneDrive for Business for knowledge sharing, collaboration and storage, our employees now have anytime, anywhere access to their digital content across any browser and device.”

Kevin Mulcahy - Head of IT, City of London Corporation



Partnership

Integrity

Innovation

Passion

Agilisys

Agilisys, an employee owned organisation, is one of the UK's fastest growing and innovative cloud and digital transformation specialists, enabling organisations to adopt technologies, platforms and processes that promote new ways of working.

An established partner for both the public and private sector for nearly two decades, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, particularly within local and central government.

We support our customers through a network of offices and centres of excellence throughout the UK, employing over 1,500 staff across the UK.

Third Floor, One Hammersmith
Broadway, London, W6 9DL

t +44 (0)845 450 1131

e info@agilisys.co.uk

w www.agilisys.co.uk

Copyright © 2019 Agilisys. All rights reserved.