

A VOHKUS DIGITAL TRANSFORMATION SOLUTION

CHARITY TAKES A GIANT STEP FORWARD



Vohkus services:

Consultancy, design, software licensing, hardware procurement, provisioning, migration and project management

Technologies used:

Microsoft Windows 10
Microsoft Exchange Online
Microsoft Active Directory
Microsoft Cloud
Microsoft Office 365
Microsoft SharePoint
Microsoft Teams
Microsoft Intune
Microsoft Windows Autopilot
Microsoft Azure IaaS
Microsoft Azure Backup
Microsoft Azure Data Factory
Microsoft BitLocker

Industry:

Healthcare and charity sectors

Business drivers:

Expanding organisation / Need for digital transformation / Tight control of costs

Recognised as a leading specialist care provider, Mental Health Concern was growing fast. But legacy IT threatened to hold back its aspirations. However, Vohkus enabled the charity to transform its technology and achieve its goals in a fast and cost-effective way.

CHALLENGES

- ▶ Need to on-board new users quickly and give them secure access to corporate resources from anywhere.
- ▶ Complex IT environment with ageing on-premise technology.
- ▶ Desire to use the latest cloud technology — but with the financial constraints of a not-for-profit organisation.

SOLUTIONS

- ▶ Digital transformation roadmap created and delivered.
- ▶ Email migrated to the cloud. Multiple Active Directories consolidated, cleansed, migrated and optimised.
- ▶ Majority of IT moved to Office 365 software-as-a-service
- ▶ Data cleansed, migrated to the cloud with cloud backups deployed.
- ▶ All new users provisioned directly through Autopilot's white glove service. Pre-configuration of laptops included Microsoft Office 365, Teams and SharePoint with MDM delivered by Intune.
- ▶ New IT environment protected by robust cyber security with Enterprise Mobility and Security.

OUTCOMES

- ▶ Charity now has a modern, agile and mobile workspace.
- ▶ Charity's IT team has the time and tools to deliver excellent customer service to their users.
- ▶ Substantial savings through Microsoft's charity discounts and optimal use of Office 365 technologies.

“Vohkus took time to understand our objectives and carefully documented each of our challenges. They didn’t try to take over or pressure us onto their own roadmap. Instead, we devised the ideal strategy together to achieve our goals and deliver a strong return on investment.”

*- Head of IT at the charity
Mental Health Concern*

LET’S GET THE MOST FROM YOUR DIGITAL TRANSFORMATION

Vohkus can help you plan and execute your digital transformation strategy using building blocks that automate, digitise and modernise your operations.

With our help, you can procure, provision and manage resources on-site, in the cloud or in hybrid environments. We’ll enable you to save time and money by integrating e-procurement to streamline your current practices.

Vohkus can help you get tighter control of everything from strategy and architecture to security and shadow IT. We provide dedicated account management and companies trust us. We’ve got established relationships with all key solution vendors, but we take an agnostic approach to consulting and can identify challenges and solutions, independent of IT vendors.

Charity born with a bold vision

Headquartered in Newcastle, Mental Health Concern (MHC) provides a wide range of specialist services on behalf of the NHS and local authorities. These include 24-hour adult and dementia nursing care, supported housing and community wellbeing.

The charity is part of Concern Group, which was founded by staff in a nursing home taking care of people with dementia. Their vision to improve mental health and wellbeing has delivered remarkable outcomes. Today, the organisation is now one of the largest non-statutory providers of mental health services in England.

Success leads to IT challenges

MHC’s success has meant exponential growth — through winning more tenders. However, on-boarding waves of new staff easily was proving a major challenge.

The charity had a complex IT environment with ageing on-premise technology. “While the cloud seemed like a great option for our growing needs, we are a not-for-profit organisation and we faced the prospect of soaring costs,” explains Head of IT at the charity.

MHC turned to Vohkus for help. Together, they explored the charity’s goals as their starting point agreeing a leading-edge digital transformation roadmap. This would provide the perfect platform for the charity to thrive, while keeping costs under control.

Email, data and core IT moved to the cloud

The two teams got to work. First, Active Directory was consolidated and cleaned, then email services moved to Exchange Online. These steps created a single identity for synchronisation and authentication.

Attention then turned to the charity’s data and core IT. Data was cleansed

and migrated to the Microsoft Cloud environment — with leakage prevention measures put in place and backups deployed.

Top tools maximise productivity

Vohkus also protected the new IT environment with robust cyber security from the Enterprise Mobility and Security suite. — and provided the ideal tools for a modern, agile and mobile workspace.

Users received a laptop equipped with Microsoft Office 365, Teams and SharePoint. Now, staff across MHC have the right applications, collaboration tools and documents at their fingertips, wherever they work in the UK — from the moment they join the charity.

Vohkus exclusively sourced and supplied every machine, using Windows Autopilot to pre-configure each new device whilst sharing this knowledge with the charity’s IT team. The cloud-based MDM solution Microsoft Intune was also deployed to enable simpler management for mobile devices and operating systems.

The Vohkus team provided expert support and could accelerate any issues to resolution directly with Microsoft, thanks to the company’s status as a Microsoft Direct Cloud Solution Provider.

Users ready to go — from Day One

Now whenever someone joins the charity, Vohkus ships a laptop which once logged in with the users O365 credentials automatically configures itself via autopilot, automatically connecting itself to the domain, email, SharePoint and registered for mobile device management. They’re up and running within 30 minutes.

The charity now knows its growing workforce has the tools needed to collaborate effectively and excel. Wherever they happen to be working, staff can connect securely and easily

ABOUT VOHKUS

Vohkus delivers IT enabled business solutions and services, and is a trusted technology partner for both private and public sector clients, many of whom operate across the globe.

**Our capability is end2end:
Consult >>> Design >>> Supply >>>
Deploy >>> Manage >>> Support**

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to the latest Microsoft tools as well as the charity's own specialist apps. They get a stable and secure experience, every time.

IT team wins back precious time

Although the charity's IT team is small — it can achieve great things. It's now far quicker and simpler to provide an increasing user base with high-quality IT services, thanks to Microsoft Intune and Autopilot, plus the shared expertise of Vohkus.

"Our IT team can spend less time on support and logistics. Instead, we've got time to focus more on users and keep watching the IT landscape for new apps, connectivity services and other ways to add value to what we do as a charity," says Head of IT at the charity.

Costs kept to a minimum

The Vohkus team recognised the organisation's budget constraints and used their expertise to minimise the total cost of ownership. As a charity, Mental Health Concern could benefit from significant discounts for its Office 365 estate — but Azure was only available at corporate rates.

To take full advantage of savings, Vohkus created a strategy that would bring around 95% of the charity's IT within the Office 365 environment. Azure was only required for the charity's Sales Force API, backups and remaining server infrastructure.

Looking forward to a bright future

With its flexible, scalable infrastructure designed and delivered by Vohkus, MHC can continue to pursue its caring mission with confidence. Today, the charity now has 1853 users and the number could increase as the charity wins more contracts.

"Vohkus took time to understand our objectives and carefully documented each of our challenges," says Head of IT at the charity. "They didn't try to take over or pressure us onto their own roadmap. Instead, we devised the ideal strategy together to achieve our goals and deliver a strong return on investment."

"We value their professionalism and knowledge of the cloud. They were keen to enhance the expertise of our IT team and have become trusted advisors that we can turn to at any time."