

## Modern Workplace Remote Working with M365

# acevo

imagine, inspire, improve

*“Smartdesc helped us design, train and implement a completely cloud based IT platform, moving away from our old “Remote Desktop” system and leveraging the charity donations of Microsoft 365.*

*With their expertise and practical application, we are no longer tied to servers or single locations; staff can work flexibly and fully from anywhere. We completed the project just before the coronavirus outbreak, and it immediately delivered a return on investment - without it our IT would have been far less efficient”*

Vicky Browning, CEO  
ACEVO



Smartdesc team during the rollout

## the project

### Background

ACEVO is the Association of Chief Executives of Voluntary Organisations. Together with their network, they inspire and support civil society leaders by providing connections, advocacy and skills. Their members include the leaders of small, community-based groups, ambitious medium-sized organisations, and well known, well-loved national and international not-for-profits.

ACEVO approached Smartdesc through a tender process to design a new, future-proofed IT platform to better serve their staff's evolving IT needs, while also reducing cost and maintenance overheads.

### Situation

ACEVO were using a "Remote Desktop" system that was running out of date software and had become restrictive as it did not cater well to the modern workplace of agile, flexible working.

Offline working was not possible, and the servers were static, so did not receive regular updates, meaning they were running old out of date software.

### Solution

Smartdesc worked with ACEVO stakeholders to define requirements and develop a completely new IT operating model based around the Microsoft cloud platform.

**Microsoft Teams** was placed front and centre, to give staff a single place to go to access all their company data: shared files, chat, calendar, calls and video.

The old shared drive was redesigned and migrated to Microsoft **SharePoint** behind the scenes, with staff able to use Microsoft Teams to get to files, and **OneDrive** to access resources offline when travelling.

**Microsoft Azure** was deployed to centrally manage all staff credentials and permissions. **InTune** was also implemented on mobile devices, to secure and encrypt laptops with **AutoPilot** without any user interaction.

All the old physical servers were retired, leaving ACEVO with a laptop fleet and no other complicated hardware.

### Moving Forward

ACEVO are now 100% agile in how they can work – from anywhere, at any time, simply using a laptop and the Microsoft 365 platform for all their business operations.

The platform is future proof by design; Microsoft continuously update and upgrade it without the need for down time or manual intervention.

Our partnership is now one of helping staff get the most out of the tools, keeping skills current, and optimising how collaboration and sharing of data flows between teams.

### Benefits

- **100% cloud based platform – no more physical servers to maintain, always up to date**
- **Minimal operating expense – a Microsoft charity license donation of 365 and Azure for a very low per-user per month figure that is scalable**
- **Complete agile working – staff work from anywhere with the full Office & Teams experience**
- **Access from personal computers is possible but can be controlled to prevent the risk of data leaks**
- **IT support shifted from break/fix "this doesn't work" issues to "how do I do more of X, Y or Z" requests**

