CASE STUDY

Modern Workplace

Hybrid Working

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> *"The Smartdesc modern workplace project has been a great success, supporting culture change and leading to greater efficiency. We continue to work with Smartdesc to support our staff to achieve even more with the technology solution"*
>
> **Phil Walsh, Chief Financial Officer, Mind**

The Project

Mind, the National Charity, were running an on-premise server estate, associated IT Infrastructure and end user hardware that was reaching the end of its life.

They were also undertaking a large office move to a modern workplace, located within the Cancer Research UK Head Office in Stratford.

They asked Smartdesc to seize this opportunity to migrate the charity to a new technology solution that would underpin Mind's transition to agile working, within a strict timeline due to the nature of the property negotiations.

Solution

The Smartdesc team provided the overarching solution design and delivered the turn-key change project to deliver Mind's new agile technology solution; retiring the on-premise hardware, migrating the legacy systems to Azure, implementing a fully integrated Microsoft 365 solution, delivering centrally managed and secured laptops, and completing the office move. All on time and to budget.

This work included;

- Collaborating with heads of departments to evaluate a number of solution options.

- Designing a technology solution that underpinned Mind's organisational change programme to hybrid ways of working

- Redesigning and optimising the Microsoft 365 estate, leveraging maximum nonprofit grants.

- Planning and migrating legacy systems not suited to full Software as a Service, to the Microsoft Azure cloud.

- Moving the user interface from aging virtual desktops to local laptop desktops

- Co-designing hybrid meeting rooms and coordinating Minds' 3rd Party vendors to implement best-in-class Video Conferencing, based on Microsoft Teams.

- Selecting and overseeing the internet connectivity installs and mobile signal boosting technology, and implementing enterprise grade WiFi across the agile space

- Taking all users, stakeholders and volunteers on a change journey, including early engagement via an inclusive solution design process.

- Driving positive change through IT training and user adoption, supporting the implementation of Mind's new hybrid working initiative, through "Office Ready" training and IT induction days for all 500+ members of staff

Outcomes and Benefits

- Engaged and excited staff who can effectively collaborate from anywhere

- Equipment & systems that are fast, reliable, secure & compliant

- Digital tools that both enable Mind's work and increase efficiency

- Communications and meetings technology that is simple, quick, and enabling

- Fully future-proofed IT estate, all based in the cloud with zero physical servers.

- A cost effective solution, leveraging all non-profit discounts