

CASE STUDY

# IT Roadmap

IT Infrastructure & Strategy



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*“We are really happy working with Smartdesc. It's really helpful having a single point of contact. Our projects have been a bit complex but Smartdesc have made it really easy and the team have handled it well. The support Smartdesc provide has been first class.”*

**Marisa McDermott, Head of Finance and IT  
Centre 404**

## CASE STUDY

# The Project

Centre 404 is a charity that offers vital support services to people with learning disabilities, autism and their families across 7 London Boroughs.

The charity brought Smartdesc on board to support and improve their IT estate.

## Challenge

Centre 404 were using old, disjointed IT systems that needed overhauling and consolidating. This meant they were facing numerous challenges including:

- Frustrated staff logging frequent IT support tickets, resulting in high costs
- Out-dated infrastructure, technology and VPNs
- Relying on physical hardware & servers that were difficult and costly to maintain
- Convoluted IT set up across multiple sites providing an awkward/fragmented user experience

## Solution

The Smartdesc team provided expert strategic IT advice and oversight, working closely with Centre 404 to co-author a technology roadmap based on secure, cloud-first Microsoft IT infrastructure.

The work involved:

- Migrating the charity to Microsoft 365 and Azure, taking their physical servers to the cloud
- Migrating Shared Files off the old file server, into a newly designed SharePoint / Teams / OneDrive environment
- Removing the VPN and moving to AzureAD (Entra), providing a streamlined user experience with single sign on – no more VPN!
- Standardising the charity's internet connectivity across the sites, all centrally managed
- Overhauling and re-cabling the communications cabinets, making it easier to access and manage

- Working closely with Centre 404 staff to map out an IT Training Plan tailored to individual user needs
- Enabling easier staff training on IT and the new systems through a seamless user experience

After implementing Smartdesc's IT strategy, Centre 404 saw drastic improvements, including more than a 50% decrease in IT support tickets logged by staff.

## Outcomes

- ▶ Drastically reducing the IT support days needed logged by staff by 50% - over 5 days per month
- ▶ Streamlined IT infrastructure and connections that are secure, cloud-based and future-proofed
- ▶ Bespoke IT roadmap developed to monitor progress, goals and user satisfaction
- ▶ Much improved staff satisfaction and confidence using IT through improved tools and training

