

CAPITA

Software services company improves team productivity with cloud applications

Capita is the UK's leading provider of business process management and integrated professional support service solutions, with 64,000 staff across the UK, Europe, South Africa and India.

Results:

- Increased productivity and reliability
- Improved staff and customer collaboration
- Faster service for customers
- High levels of security
- A more modern culture

Industry:

Professional Services

Country:

United Kingdom

Number of Users:

5,000 rising to 20,000

Technology Environment:

- Microsoft Office 365

Connect with Company:

www.capita.co.uk

"The cloud gives us unrestricted storage and faster access to information, to better serve our customers."

Jon Peart, Director, Capita Software Services

Capita's software services business, CSS, employs 650 people in six offices nationwide. They assist local government, housing associations and other clients.

Delivering robust services at scale

Rapid company growth highlighted challenges with Capita's existing internal email solution. The system was unable to keep up with increasing storage demand, causing it to be less reliable, Jon Peart, Director at CSS states, "We had to limit the amount of email people could access online, so we adopted an archive strategy that was far more aggressive than we wanted it to be."

Having to spend time searching archive storage and enduring frequent outages was slowing down processes and challenging CSS's ability to service its customers.

The legacy system was also restricting CSS from pursuing a Bring Your Own Device (BYOD) initiative, which would allow employees to use personal devices in the workplace.

Productivity and growth powered by the cloud

Microsoft's cloud based Office 365 provides Capita staff with a familiar suite of applications, supported by the scalability and flexibility of the cloud. Applications work across any mobile device, enabling employees to access content at any time and from any location.

The Microsoft Lync collaboration platform also empowers staff to connect via voice, video call, desk-share and instant messaging, as well as conduct meetings, online.

A cultural shift

Being able to support a Bring Your Own Device (BYOD) initiative means Capita's software services business can accommodate a cultural shift that extends beyond the walls of the organisation.

A new generation of staff, who expect to be able to use their own devices, from anywhere and at any time, are able to work in a more modern, socially productive and collaborative way.

Normally this would present some challenges for the IT team, however the new solution makes it easy. Peart highlights, "We have complete control of the Microsoft Office 365 cloud, ensuring data is only available within the boundaries of the Capita network."

A more collaborative team

Colleagues have online visibility of who's available and can communicate effectively, without having to write emails or make phone calls, Peart explains, "The Microsoft Lync system enables staff to send unobtrusive instant messages (IM) for colleagues to respond to in-between tasks. When you need a simple question answered quickly, instead of getting caught on a phone call that may last ten minutes, you can get an answer in seconds."

A faster service for customers

A more productive and more efficient team means customer requests are dealt with faster, helping CSS to improve the customer experience. Peart says, "If we can find information more quickly we can respond more quickly, and that clearly is a benefit for our customers."

Better reliability and greater productivity

High availability cloud storage means users always have immediate access to emails and documents. The solution is robust and secure, Peart states, "The biggest benefit is service reliability, with users no longer being affected by server downtime. Staff can always get to the information they need, so they can be more productive."

Improved email storage and easier access

Users have 50Gb of mailbox space instead of 500Mb, so they don't waste time searching archives for messages and attachments. Peart explains, "It's like a really powerful filing system. With Microsoft Office 365 you have complete access to everything. It's all online, easily accessible and easily searchable. The cloud gives us unrestricted storage and faster access to information, to better serve our customers."

Following a diligent selection process, Peart is confident that the solution will support Capita and its customers long into the future, "Microsoft is always looking at the next thing within technology that can help businesses; I'm completely on-board with Microsoft Office 365. We looked at several cloud based solutions, including Google's, but it was clear Office 365 was a better fit for our organisation, and the right decision."