risual

Care International Saves Costs and Improves
Efficiency Through Office 365 and Azure Agility

Website:

www.careinternational.org.uk

Number of Employees:

Over 9,000

Region:

London

Industry:

Charity

Profile:

Care International is a global charity within a worldwide movement dedicated to saving lives and ending poverty. They work around the globe to save lives, defeat poverty and achieve social justice. Care International put women and girls in the centre because they know that they cannot overcome poverty until all people have equal rights and opportunities. Care International currently works in 79 poor and developing countries, helping millions of the world's poorest people find routes out of poverty.

The challenge

Care International (CARE) noticed that its current systems needed a new solution to allow the employees to stay up to date and work efficiently on projects across multiple time zones. The trend of the IT industry was to use cloud-based solutions in multinational organisations to keep infrastructure costs low, and this influenced CARE to work towards finding a solution to help create a flexible working environment across all offices within the organisation.

Care International were searching for a solution to overcome the following challenges:

- Poor communication through the confederation
- Lack of tools to support collaboration
- Ineffective agility
- Insignificant effectiveness and efficiency of the IT delivery
- Global offices not working productively together

"The challenge within implementing Office 365 was when we looked at the bigger picture – we needed to introduce different phases of Office 365 add ins to support us with global collaboration and productivity. Add ins such as, Teams, One Drive, Sway and Delve etc… Another challenge we faced was not having a platform to allow us to collaborate with our other offices in different countries – it's all about being collaborative in this business with the offices, we don't want to replicate any effort or duplicate work and documents."

Michael Brady
Head of IT at CARE UK and Europe

Background of the Project

risual worked with Care International to establish its issues, what they required and how risual and CARE can work together to create a relationship and build a solution which will positively enhance their work, performance and collaboration. The risual Business Group consultants engaged with key regional stakeholders from the following areas; CARE Australia, CARE Denmark, CARE India, CARE Canada, CARE US and CARE UK.

The risual Business Consulting approach was to establish a global communication capability, the needs, requirements and agenda the business was searching for. risual understood due to Care International being a confederated organisation, they needed to connect with all regions and departments to understand the nature of that specific entity and be sensitive to the local needs that each region had individually. Using systems such as Skype for Business Messaging and Video, CARE and risual worked together the improve the business, move forward and achieve more.

The risual Managed Services Division were engaged to define a global Service Design for the new Microsoft Office 365 and Azure IaaS platform. The Service Design engagement output was a non-technical document, compiled from information collated during service design workshops and knowledge gathering meetings with CARE IT Working Group (ITWG) members and with a focus on the scope of a Managed Service and associated global governance processes.

The Solution

After the design phase, risual knew that to improve CARE's collaboration they needed to bring all the offices from across the world together by using one Office 365 tenant and allow all offices across the globe to meet in the Microsoft cloud, sharing the right information and tools so they can work productively, together, and seamlessly on the same projects.

"For CARE, we felt Microsoft was our next step to improve the business – Office 365 was a clear solution which would solve our problems and improve our collaboration. The business side to the implementation was to adopt a cloud first strategy to begin reducing the use of our on-premise infrastructure. The technical side was to get all global members working together on a single platform to provide consistency."

Michael Brady
Head of IT at CARE UK and Europe

Working with risual

CARE UK & Europe engaged risual as their regional deployment partner and begin working on the Office 365 and Azure Migration project. In addition to the main Care countries in Europe such as France, Denmark and Germany, the programme quickly extended to other countries associated to the UK & Europe region, such as Bosnia & Serbia, Morocco & Lebanon.

This phase involved the creation of a risual Programme Team led by an Engagement Manager and Enterprise Architect, and with Subject Matter Experts from the risual Technology Practices. For a four-month period during the deployment risual assigned a consultant to be positioned at Care UK in London, to help with planning, completion of pre-requisites and general Knowledge Transfer for this new cloud computing platform.

"We had great confidence in risual as they took the time to understand the outcomes of each individual office from different regions across the globe. Risual provided us with a project manager who worked directly with us to bring all the areas of different sites together. The account management side of things was great, with regular touch points to allow us to see that the project was still running within the budget and it was great to see how highly in-depth the knowledge each consultant had on Office 365."

Michael Brady
Head of IT at CARE UK and Europe

Microsoft Digital Skills

risual identified a need for a comprehensive IT apprenticeship scheme once it became clear that the digital skills gap across the UK is getting wider. The risual education programme was designed to support businesses and employers across the county to grow and develop a skilled workforce which will bring a wealth of knowledge and digital skills, whilst helping grow the next generation of talented staff for the business. risual education have pledged to have a risual Microsoft Academy with a Microsoft Showcase classroom at a partnered college in each region throughout the UK which will also support every business who wishes to grow through training and developing apprentices.

CARE have worked alongside risual to notify that they need the support and guidance to help them bridge the digital skills gap that runs throughout the organisation. risual education will be providing CARE the relevant Microsoft Industry training to ensure they are working towards the correct certifications to help bridge the gap and grow as an organisation.

The benefits

After the project, CARE has seen many productivity, collaboration and agility benefits throughout the organisation. Since implementing Microsoft Office 365 and Microsoft Azure, CARE is now a much more Cloud First focussed organisation.

Collaboration and communication
- Access to the right tools and services to allow the organisation to work collaboratively from anywhere around the world.
- Microsoft Office 365 has offered various applications within the suite to encourage CARE to work together on simultaneous projects.
- Working under one Office 365 tenant offers each office across the world now have access to an up to date distribution list.
- Proactively react to any public issues/concerns.
- Apps such as One Drive and Skype for Business means CARE can now communicate anywhere at any time on any device.

Efficiency
- Skype for Business and Outlook is minimising the time spent reacting to public cases.
- Opened a gateway to becoming a more time efficient organisation.
- Positive reactions and valued outcomes from the public due to faster response times.

Cost saving
- Moving the on-premise infrastructure over to an Office 365 environment has resulted in a great deal of cost savings due to the CARE support team no longer needing to manage and maintain the environment now that every system runs within the cloud.
- Enabled all those who worked on the on-premise infrastructure to begin working on further cases and projects which are valuable to the public.
- Can now retire some traditional on premises infrastructure and software tools which is removing significant cost from the organisation annually.

"We as an organisation are digitally transforming. Now that we have access to the latest version of Office Pro Plus we are seeing benefits from being on the latest technology constantly – as part of our licensing we have unlocked additional benefits from add-ons such as Microsoft Teams and OneDrive. A few other benefits include, enabling advanced protection to enhance our cyber security profile, now have the global address list across approximately 40 countries, 52 domains under one tenancy and a platform to grow from. The benefits that Office 365 is providing has now opened up the next phase to implement SharePoint Online globally."

Michael Brady
Head of IT at CARE UK and Europe

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