



Digital Transformation

The client problem:

A specialist residential college with a niche market, falling residential learner numbers and an at-risk funding model:

Dictating a need to be more business efficient and to secure new markets

Coupled with archaic systems and working practices, aging ICT infrastructure and lack of digital inclusion - resulting in poor productivity and customer experience

Our solution (what we did):

Conducted an initial diagnostic and scoping phase to establish client requirements, provide a costed plan, that delivers best value for money, and resultant works that will meet and/or exceed client needs

Work directly with the new CEO and SLT to establish a new Business Strategy and Strategic Implementation Plan (SIP) – defining ‘what we are building’

Secured and future proofed the ICT infrastructure – with investment in the on-premise IT estate (data centre and physical network) and in moving key digital services to the cloud using MS 365 (exchange, file management)

Put in place a new information security strategy and governance framework including attaining appropriate recognised external Cyber Security accreditation

Established a new business planning process and integrated this into a new website launch to enable seamless digital on boarding (to secure the market)

Implemented the MS 365 toolset to enable modern workplace working and improve productivity, staff engagement and to enhance teaching and learning (by embedding digital resources and enabling blended learning)

Re-aligned pay (staffing restructure) and non-pay resources to underpin the mission with an efficient and productive approach (using industry standard technology and toolset)

Lead a Digital Transformation steering group to enable the above transition ensuring effective change and project governance, and to ensure staff are mentored and taken on the journey (including training and support)

Outcome:

A modern working environment for all staff (teaching and support) making the use of the 365 MS toolset, i.e. Teams (including Teams for education), SharePoint, OneDrive and Planner

Enabling smarter modern working to reduce operational costs

Delivery of a secure, scalable and industry standard ICT infrastructure that is fully backed-up, GDPR compliant and cyber secure (delivering business continuity and minimising risk)

Enabled dynamic business planning to support market growth, effective management of resources, delivery of targets, and an enhanced learner journey and customer experience (student success)