

**The Client**  
Chest Heart & Stroke Scotland  
(CHSS)

**Sector/Main Activities**  
Charitable organisation providing support and information for people living with chest, heart and stroke conditions.

**Location**  
National presence within Scotland



"Microsoft 365 provides CHSS with a modern digital workspace. Capito were extremely flexible in successfully delivering this project, to agreed timescales and for less than initially estimated, enabling CHSS to include management for our mobile devices."

*Head of ICT*  
Chest Heart & Stroke Scotland

## The Background

CHSS wanted to start the process of moving to a digital workspace with a priority on upgrading their existing messaging platforms. They knew that reducing their on-premise footprint by moving to the cloud would reduce costs, increase productivity and collaboration, and ensure good data governance.

During initial discussions, Capito could demonstrate recent relevant experience of helping charitable organisations with a dispersed workforce across Scotland with their business transformation requirements.

## The Solution

Capito recommended the implementation of Microsoft 365 and ensured that CHSS maximised their charitable status to take advantage of a lower fee structure, allowing for complete workforce inclusion with the new digital vision.

As a Microsoft Gold Partner, Capito were also well-placed to assist CHSS with the implementation of mobile device management services via Enterprise Mobility & Security (EM&S) for Android mobile devices.

## The Outcome

In developing a digital workspace in partnership with Capito, CHSS realised the following benefits:

- Staff can easily access information and collaborate with each other, regardless of their location or device;
- Their existing messaging system was migrated to a highly available cloud platform with SLAs of 99.9% uptime guaranteed by Microsoft;
- In-built data loss prevention capabilities mean that current and future governance and compliance requirements can be easily met;
- Significant improvement of Business Continuity/Disaster Recovery capabilities;
- Flexible and easily scalable billing on monthly cloud license to reflect changing organisational requirements;
- CHSS can now easily manage and share information and knowledge within the organisation.

The project went live in January 2020. Although requirements for robust Business Continuity/Disaster Recovery plans were recognised during the initial planning of the project, little did we know that these would be tested as early as March 2020 due to lockdown restrictions as a result of COVID-19.

By embracing Microsoft 365 and its collaboration capabilities, CHSS were able to adapt quickly to the work-from-home requirement introduced by the Government.