The Client
National Trust for Scotland

Sector/Main Activities
Heritage Charity

Location
Headquartered in Edinburgh but located throughout Scotland

"This project has been hugely successful, both in the delivery and in the great partnership with Capito.

I was very impressed by the hard work and efficiency of the team - even our larger sites didn't seem to faze them - and they strived to make everything run as smoothly as possible. Our own team and colleagues at NTS sites regularly remarked on how pleasant, approachable, and hard-working Team Capito were throughout the process.

I would thoroughly recommend Capito and hope to work with them again in the future."

IT Manager
National Trust for Scotland

The Background

National Trust for Scotland (NTS) is an independent charity that protects and shares some of Scotland's most precious historic buildings and beautiful natural landscapes for the benefit of all.

To meet their business objective of ensuring that their team were using a standard desktop solution based on the Windows 10 toolset, NTS planned to refresh or replace their Windows Desktop devices, with the end goal of having all users working on either a new device or a device under 5 years old running the latest version of Windows 10 with full Office 365 capabilities.

Due to the remoteness and high number of locations, NTS wanted to partner with a company that specialised in high-volume End User Computing deployments.

The Solution

Capito recommended that NTS purchase HP Laptop and Desktop bundles via the Scottish Government National Framework for Desktop and Mobile Client Devices, so that they could avail of cost savings and transactional efficiencies.

Capito provided the following:

- Bonded secure warehousing facilities;
- Imaging and asset tagging services;
- Delivery to site and installation by an experienced deployment engineer;
- Onsite re-imaging of newer devices still under warranty;
- Memory upgrades for retained devices;
- De-installation of Legacy devices & return to warehouse;
- Secure data wipe and WEEE disposal/recycling of legacy devices;
- All logistics involved in delivery and installation at remote sites including Scottish Islands;
- Full project management and administration for Capito deliverables

The Outcome

Capito delivered more than 400 new and repurposed devices to around 50 geographically dispersed locations, some of which were very remote.

NTS benefited from the bespoke warehousing and imaging facilities at Capito which enabled the devices to be stored and imaged in an efficient manner.

All stock movements were fully tracked and delivered using Capito vehicles and engineers. Capito were able to deploy using several engineers to reduce time on site and minimise accommodation costs.

The project was assigned a dedicated Project Manager and Project Co-Ordinator at Capito who managed the project logistics, reporting and finances allowing NTS to concentrate on their deliverables.

Despite forced closures due to COVID-related national lockdowns and global challenges around device availability, the project was completed to the renewed target dates and under budget.