

The Client

Scottish Fire and Rescue Service, Ayrshire Hospice, Dumfries and Galloway College, the John O'Byrne Foundation, and the Manda Centre, to name a few.

Sector

A variety of public sector and charitable organisations

Location

Scotland-wide

Selected Recipient Testimonials:

Manda Centre: "The provision of the laptops has allowed us to hold conference/video calls for operational matters with our staff, management board members, practitioners and volunteers. We are also able to host support, training and conference/video calls with the people we support. The provision of this equipment is greatly appreciated and will be of benefit to the future development and support provision of the Manda Centre."

Scottish Fire & Rescue Service: "With the majority of our support staff now working from home, the demand for laptops has increased significantly these past few weeks, and these laptops will allow another 50 Key Workers, to work from home and continue to support the running of the fourth largest Fire Service in the World."

Dumfries and Galloway College: "This initiative has been an absolute lifesaver for us and we are so grateful to all involved. The laptops that we received are going to be a massive help in enabling our colleagues to work from home, which will in turn help get some of our students through their qualifications. For us, the benefit here cannot be understated."

Ayrshire Hospice: "It is essential that our services continue to support patients and families and the laptops will support the hospice team to do this. This donation is gratefully received and very much appreciated especially at this time."

The Background

Capito recognised that the coronavirus pandemic placed unprecedented demand on public sector and charitable organisations, especially those on the front line. To ensure that services delivered by such organisations could continue, the ability to work remotely was essential.

At the same time, we saw that COVID-19 placed pressures on the supply chains to the UK with many hardware deliveries being delayed due to lockdown.

The Solution

Capito had a stock of used devices that would normally be recycled so we realised that we had an opportunity to do some good. In collaboration with HP, we launched an initiative to further support the enablement of remote working and service delivery in Scottish public sector organisations.

We launched an appeal for equipment that was going unused and once a device had been donated, we would then arrange to collect, recover, and securely data wipe the device before redeploying to the organisations in need. Capito brokered this free service for both the donor and the recipients alike, at our own cost.

The Outcome

This initiative has enabled people recovering from trauma to continue accessing counselling remotely, supported the education sector whilst a blended learning model is adopted, enabled agile working and/or training for front line emergency services workers, and also supported children with their education whilst in hospital.

As a result of this initiative, Capito were selected as finalists in the GO Awards Scotland 2020 and the Comms National Awards (CNA) 2020.

We were ultimately crowned the winner of the Best Reseller Innovation Award at the CNAs, while also having been Highly Commended in the Keeping Britain Working category.