The Client
Sacro

Sector/Main Activities
Charitable organisation

Location
National presence within Scotland

"The timely deployment and adoption of Microsoft 365 and its end-to-end collaboration capabilities across the entire business has not just enabled our Digital Transformation, it has been a true lifeline in safeguarding our ability to operate efficiently and effectively during the COVID-19 global pandemic."

Director of Corporate Services
Sacro

The Background

Sacro is a community safety charity, aiming to promote safe and cohesive communities by providing high quality services to reduce conflict and offending.

Sacro issued a tender to a number of pre-qualified Microsoft solution suppliers for the design and implementation of a Microsoft 365 solution. After having submitted the most economically advantageous tender, Capito was selected.

The aim of the tender, and other technology strategy initiatives being adopted by Sacro (including a complete hardware refresh, and the deployment of mobile devices and Smart Phones), was to create an environment that supported more coherent and productive working practices.

Sacro has widely distributed locations and 400+ IT users. Since team members habitually visit the homes of service users, Sacro needed to enable remote working that also included working on the go. For this reason, optimising the integration of applications and collaborative tools, such as Teams and SharePoint, was a key motivation for change.

The challenge was not just to roll out the tech, but to change Sacro's whole way of working.

The Solution

As their chosen IT partner, Capito has successfully assisted Sacro's transformation to Microsoft 365, which includes Windows 10, Enterprise Mobility and Security, Exchange Online, Teams and Office 365.

The drive to improve collaborative working and email services also included a design service, project management, partner management, organisational change management, and training/training documentation, with Capito consultative services provided throughout.

A key focus area for this project engagement was designing the Azure Cloud Enablement of Active Directory. This enables users to authenticate if Sacro's infrastructure is unavailable, thus allowing them more reliable and consistent access to required files and resources. Users were no longer tied to a specific device or location, giving them the ability to be more productive by updating files and creating reports between meetings rather than waiting until the end of the day.

Capito is also delivering ongoing managed support services, as an extension to Sacro's internal IT team.

The Outcome

Sacro has adopted the power of the Microsoft Modern Desktop suite of applications to embrace a more collaborative approach, while also upgrading all desktop and laptop devices to Windows 10 and Office 365.

As a result, users are more productive, with the flexibility to work on the go, thereby bringing a positive transformation to the way that Sacro work.