

Digital Workplace Solutions

Transforming workplaces, enhancing productivity and corporate unity with effective frontline and back-office operational solutions.



The modern workplace has changed. As organisations look to transform their operations, innovate, improve flexibility, efficiency and enhance collaboration between individuals and teams, an integrated digital workplace is growing priority. In the modern organisation without boundaries, it is vital that information sharing remains compliant and secure.

Digital workplace offerings include intranets, collaboration spaces, and knowledge bases and secure document management solutions. Simply rolling out new technology rarely delivers the best results for an organisation, its people or its customers. To bring about real transformation, organisations must start by establishing clear objectives for their digital workplace and understand how working practices can change. Once you know what you want to achieve, you can deploy the right technology elements in the right way to support those aims.

Civica can help you design and deploy the right digital workplace solutions that will maximise business impact and underpin organisational transformation. We work with you on every step of your transformation journey, from strategy and business case development through usercentric discovery and solution build, to transition, operation and continuous improvement.

Strategy and planning

Real workplace transformation starts from a clear vision, strategy and plan for how working practices will change.

Once you are clear on what you want to achieve, you can deploy the right workplace technology to support your aims. Depending on your ambitions, the strategy will be based around:

- The powerful cloud-based, collaborative features of Office 365
- Development of appropriate information security and governance policies
- Integration with further technologies, as required.

During the planning phase, our consultants will help you develop an actionable vision and prioritised implementation plan for your digital workplace.

Design and implementation We use agile services to design and implement flexible digital workplace solutions using collaborative intranets, enterprise knowledge sharing and secure application management solutions, using the Office 365 ecosystem of technologies. We explore opportunities to maximise Office 365's transformational

Benefits

- Increased efficiency
- Greater flexibility
- Continuous improvements

potential through integration with your line-of-business solutions and with other advanced technologies, such as artificial intelligence (AI).

Our services cover the entire implementation cycle starting with requirements gathering, then lifecycle design, configuration and development. From there we handle solution deployment, integrations, and migration of services (such as email) from previous platforms.

Our services can extend to onboarding and training your people to support your business change management - transforming operations and modernising your workforce.

Our customers

Government departments, police forces and enterprises are among some of the customers using our Digital Workspace Solutions to bring their organisations together, support employee career development, make operations more efficient and automate processes.



Why Civica

- We have 15 years' experience of implementing digital workplace solutions for organisations of all sizes in both the public and private sectors.
- Civica is a Microsoft Certified Gold Partner, so you can count on us to optimise your Office 365 based digital workspace with effective skills transfer, and expert support.
- We accelerate implementation using proven methodologies, frameworks and tools to help our customers achieve faster ROI.
- We reduce your implementation risk by providing expert planning, closing the skills gap, and ensuring a smooth transition to your digital workplace.
- Our delivery processes are certified to ISO 27001, ISO 9001 and ISO 14001.
- Our end-to-end suite of capabilities reduces risk, as you can rely on us as your single supplier throughout the lifecycle of your solution.
- We have the teams and processes to deliver GDS-compliant services, including security-cleared personnel and government-approved facilities suitable for SECRET and TOP SECRET projects.
- We have expertise in the National Enabling Programmes (NEP) for improving IT systems used in policing.

Our approach

We build digital workplace solutions on the Office 365 platform. We use the wide range of technologies available on the platform to create the apps and services that make up your solution, and incorporate Microsoft Azure services to provide additional capabilities, such as AI defects caused by human error.

Benefits

- Enhanced operational efficiency and effectiveness.
- Increased personal productivity by reducing reliance on manual processes and making it quicker and easier to find and share information.
- Reducing the 'time to competency' for operational personnel.
- Collaboration among people and teams.
- Improved access to consistent information across your organisation and among partners and agencies.
- Compliance with data sharing agreements and information management legislation.
- Reduce the risk of information loss.
- Become a more flexible, adaptable organisation that's fit for the future.

Managed digital workplace

We can monitor, manage and optimise your digital workspace for you, to help ensure you and your people get best value from it. We're a long-standing Microsoft Certified Gold Partner with all the skills needed to provide proactive, expert monitoring of your Office 365 platform; an SLA-based incident management service; and support for continuous improvement and future innovation.

Delivering an enterprise collaboration solution for the Home Office

Challenged with an expensive legacy platform, the Home Office engaged Civica to provide end to end support for their move to Office 365. Built using powerful Microsoft platform the Home Office were able to:

- Collaborative across multiple teams with more effective collaboration workspaces
- Reduce operational cost and maintenance
- Remove administrative activities and free up time for skilled staff.

Find out more

To find out more about how our Digital Workspace Solutions can help you transform your organisation, visit us online or contact us today.

