



How we empowered a dedicated emergency workforce with a unified solution

Acuvate helped England's second largest fire and rescue service modernize with M365 and Mesh for faster collaboration, stronger security, and better communication

THE CLIENT

The second-largest fire and rescue service in England and employs more than 2000 people. The workforce used on-prem Microsoft Office and disparate apps for data management and communication, resulting in inefficiency in operations.



Unstructured DMS, absence of data management or even labeling practices has led to huge

BEFORE THE SOLUTION

- database of unstructured content that is impossible to index or access Existing on-prem Office outdated and employees use various third-party apps as per personal
- preference, leading to inefficient communication, especially between decision centers (headquarters) and remote fire stations Employees frustrated over unnecessary delays in accessing information and resources
- Disjointed communication between headquarters and across 38 stations with a blended fleet of
- vehicles and specialist resources

Existing documents and data had to be thoroughly analyzed to retrieve relevant information and

CHALLENGES

- delete redundant/ obsolete data Workforce had to be trained to adopt Office 365 for all MS Office workloads involved like Exchange,
- Skype, SharePoint, Yammer, OneDrive, etc. Create robust governance mechanisms for processes for the employees to follow Communication/ collaboration gap between the headquarters and the remote fire station locations

improved employee productivity and collaboration

OBJECTIVES

■ The organization wanted to migrate from their on-prem MS Office to Office365 on the cloud for

- Modernize their intranet with a comprehensive plan for a structured execution of all aspects of migration, including training employees for faster adoption
- Explore opportunities to deploy new technologies for streamlined processes and secure communications

Acuvate's MESH 3.0 England second-largest Fire Service successfully

SOLUTION

Acuvate created and shared the roadmap for the most effective migration with modernization journey

As part of the training, we co-opted key stakeholders to communicate the value and benefits of the new technology throughout the organization

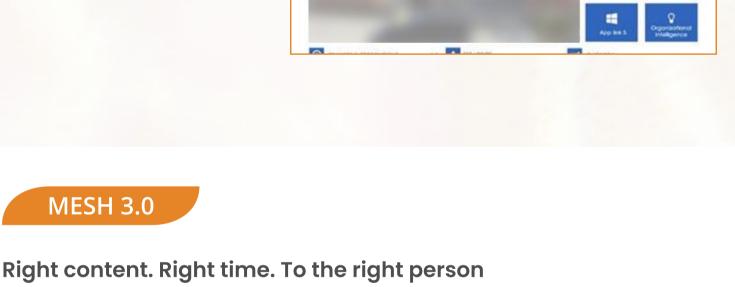
Training program to group employees into batches as per training requirements

adopt Office365 with FastTrack methodology

third-party integrations and migrations successfully achieved

- We conducted workshops and programs for Champions (early adopters) who were invaluable in increasing awareness and in training the rest of the batches
- Adoption workshops for different tools such as Teams for communication and information access
- bridge the gap between the headquarters and the fire stations (multiple remote locations) Office 365 established as the central information hub for all the employees, with relevant

Yammer and Skype for communications and training; Microsoft Teams and Groups to help



Mesh revolutionizes the Intranet with a transformational approach that empowers communication,

as Cognitive Services, ML, Voice detection, image analysis, and more, it streamlines workflows, offers

collaboration, and content management across the organization. Powered by AI-driven technologies such

FEATURES

Application

integration

MESH 3.0

powerful insights, and provides robust security.

Personalization Idea & Customization management / collaboration **<>**

Instant access

to knowledge

SharePoint Online

TECHNOLOGIES EMPLOYED

SharePoint



collaboration platform and enhanced

communication.



RESULTS

Microsoft Azure

Microsoft Azure



Advanced Cognitive services built in to provide detailed Search capabilities from all organizational data

Existing data analyzed and grouped into

Redundant, Obsolete, and Trivial (ROT) to

migrate only relevant information to the

cloud

Digital user

experience

Microsoft

Microsoft Search

Improved employee

productivity

experience and

operational costs

Decreased

Saved Time and effort

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The client is very happy with the solution and wants to enhance the solution with the chatbot's capabilities, integrate with more applications, and deploy across a greater number of locations.

