



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.


2000+
employees


24x7
Operations

BEFORE THE SOLUTION

- Unstructured DMS, absence of data management or even labeling practices has led to huge 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- Existing on-prem Office outdated and employees use various third-party apps as per personal preference, leading to inefficient communication, especially between decision centers (headquarters)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

CHALLENGES

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

OBJECTIVES

- The organization wanted to migrate from their on-prem MS Office to Office365 on the cloud for improved employee productivity and collaboration
- 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

SOLUTION

Acuvate's MESH 3.0 England second-largest Fire Service successfully adopt Office365 with FastTrack methodology

- Acuvate created and shared the roadmap for the most effective migration with modernization journey
- Training program to group employees into batches as per training requirements
- As part of the training, we co-opted key stakeholders to communicate the value and benefits of the new technology throughout the organization
- 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
- Yammer and Skype for communications and training; Microsoft Teams and Groups to help 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 third-party integrations and migrations successfully achieved



MESH 3.0

Right content. Right time. To the right person

Mesh revolutionizes the Intranet with a transformational approach that empowers communication, collaboration, and content management across the organization. Powered by AI-driven technologies such as Cognitive Services, ML, Voice detection, image analysis, and more, it streamlines workflows, offers powerful insights, and provides robust security.

FEATURES



TECHNOLOGIES EMPLOYED



SharePoint Online



Microsoft Azure



Microsoft Search

RESULTS

A completely transformed Digital workplace geared towards a robust DMS, collaboration platform and enhanced communication.

Structured document management with Search function that provides the right content at the right time

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

Improved employee experience and productivity

Decreased operational costs

Saved Time and effort

FUTURE

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.