

A VOHKUS WORKSPACE SOLUTION

MAKING THE CASE FOR CLOUD BASED COLLABORATION

Microsoft®
GOLD CERTIFIED
Partner

Vohkus services:

Planning, design, implementation,
project management

Technologies used:

Workspace: Tablets
Workspace: Unified communications

Industry:

Government

Business drivers:

Business agility / growth
Quality of service
Risk / compliance

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Communication and collaboration services for Parole Board of England and Wales

Parole Board staff work remotely and needed to collaborate on documents in real time. Vohkus designed and managed a solution including Office 365, Sharepoint and Skype for Business.

CHALLENGES

- ▶ Over-reliance on paper-based systems.
- ▶ Needed to courier dossiers to staff working remotely.
- ▶ Unable to collaborate in real time.

SOLUTIONS

- ▶ Vohkus-designed and managed solution including Office 365, SharePoint and Skype for Business.
- ▶ Migration services.
- ▶ Sourcing and configuration of HP mobile device.

OUTCOMES

- ▶ Substantial fall in time required to process caseload from weeks to days.
- ▶ Secure, real-time collaboration.

“Vohkus’ advice and expertise as part of the Parole Board’s Digital programme has been instrumental in achieving a robust, secure and flexible solution built around our needs.”

- Project Director, Parole Board for England & Wales

WORKSPACE SOLUTIONS FROM VOHKUS

Vohkus can advise you on technologies to make employees more productive, to create more agile workspaces and better collaboration/conferencing facilities, to improve device and user security, and to enable seamless mobile working outside the office.

We work with the world’s leading vendors from desktops to laptops, from tablets to phones, and from printers to video conferencing. We’ll ensure your people are equipped to face the challenges of modern digital business.

Through our cloud arm, Meggha, we also provide related services such as desktop-as-a-service, managed Office 365 with optimised licensing, network management and much more to manage down costs and help you focus on higher-value activities.

Situation

The Parole Board of England and Wales is an independent body that carries out risk assessments on prisoners to determine whether they can be safely released into the community. It is an executive non-departmental public body, sponsored by the Ministry of Justice. Most of the Parole Board’s 170+ members work remotely, either from home, in prisons, or on the road. Because of complexity of information and need for confidentiality the Board had become over-reliant on paper-based systems.

Dossiers were transported by secure courier to and from head office and members’ home addresses, resulting in high costs and inefficiencies in the speed at which cases could be handled. Critically, there was no way to collaborate on documents in real time, so that any query could result in another round of couriers before information could be presented. The Board engaged Vohkus to help it devise and execute a strategy that would address these numerous business challenges.

Identifying and implementing the right technology

Vohkus recognised that this client’s unique challenges made it an ideal candidate for cloud-based collaboration, and that this could be best achieved using public services. However, there were clear concerns around both data security and data sovereignty, and Vohkus made immense efforts to ensure these were addressed.

Vohkus’ solution was based around using Exchange Online – part of Office 365 – as a primary means of communication. Using standard tools and proprietary methodologies Vohkus migrated users to the platform. Members were able to download current versions of the Office suite as part of the contract. For real-time communication Vohkus introduced the Board to

Skype for Business and SharePoint, so that documents and dossiers could be easily viewed, shared and collaborated on.

For convenience and to maintain security, members were issued with HP mobile devices that would enable authentication on the system. Vohkus implemented Microsoft’s Enterprise Management and Security suite, including Azure Active Directory, Advanced Threat Analytics and Intune.

Improved service delivery

Staff included within the Office 365 migration can now email files with ease and in the future can securely collaborate on parole board work. Parole Board work via a mixture of Skype for Business and SharePoint. Office 365 is a more reliable email system that the Parole Board had before. By accessing the Board’s proprietary case management system through their tablets, staff can now save case documents (edossiers) to their Office 365 accounts.

This has delivered an additional benefit by saving on the cost of couriers. The project director for the Parole Board of England and Wales said: “Vohkus’ advice and expertise as part of the Parole Board’s Digital programme has been instrumental in achieving a robust, secure and flexible solution built around our needs.”