

Smart Workplace Solutions with Microsoft 365



Delivering enterprise wide communication and collaboration for Severn Trent Water

Enterprise level implementations of software as a service solutions rarely come without challenges. For Severn Trent Water's implementation of Microsoft 365 these were as diverse as mailbox migration, ensuring take-up of the new functionality amongst a large, geographically dispersed and diverse workforce, and ensuring compliance with cyber security policies and regulatory guidelines.

We were able to lead implementation within a complex operating environment, handling these challenges, while recognizing the opportunities for Severn Trent Water and its personnel to perform with greater efficiency and effectiveness

BUSINESS AND MARKET CHALLENGES

Large water companies, with personnel based across multiple sites will need to devise new ways of communicating and collaborating in order to realise AMP7 objectives. With vast amounts of operational, financial and customer data, this needs to be accessible in order to support decision-making, but also secure.

Microsoft 365 replaced little existing functionality and as such users had to be encouraged to utilise a diverse range of new capabilities. Office based workers, engineers and scientists performing different roles want to understand how the solution benefits them in their role.

CGI SOLUTION

Leading the delivery of a full-suite of Microsoft 365 applications CGI managed technical design and configuration, security, service, and change management.

As the key partner on this engagement we delivered incremental go-lives across Severn Trent Water to manage risk and an efficient handover to operations.

CGI's and Severn Trent Water personnel worked closely to ensure that as users across the business were building insight into how they could use the functionality effectively, they were also on-boarded to assist with testing and transformational change activities.



Key Success Factors

- Delivered by experienced consultants minimises risk.
- Agile methodology allows 'road bumps' to be identified and overcome early.

BUSINESS BENEFITS

Supporting the requirements of a mobile workforce, facilitating business processes with 10,000 personnel working across 125 sites, CGI delivered a Microsoft 365 implementation to Severn Trent Water that successfully overcame the business transformation, governance, technical and security challenges that an implementation of this scale posed. We achieved:

- A cloud deployment model facilitated a high-level of co-existence between on-premise and cloud based applications, while mitigating risk in the short-term.
- Implemented an approach to release cadence and updates that enabled a simplified version of Microsoft's servicing model.
- Allowed personnel across Severn Trent Water to communicate effectively using different devices, and collaborate in the development of content, which is then shared across the organisation using functionality such as Teams and Power BI.

“The implementation of Microsoft 365 had been something that we'd wrestled with for some time – our partnering with CGI enabled us to deliver a solution that recognised the needs of our personnel, dealt with regulation such as GDPR and overcame some of the technical performance and security challenges that had thwarted us in the past.”

Chris Davidson, Head of Strategy, Architecture and Engineering

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 77,000 consultants provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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