

UNIFIED COMMUNICATIONS

Journey towards an agile organisation

PRESENTED BY
Gavin Hitchcock

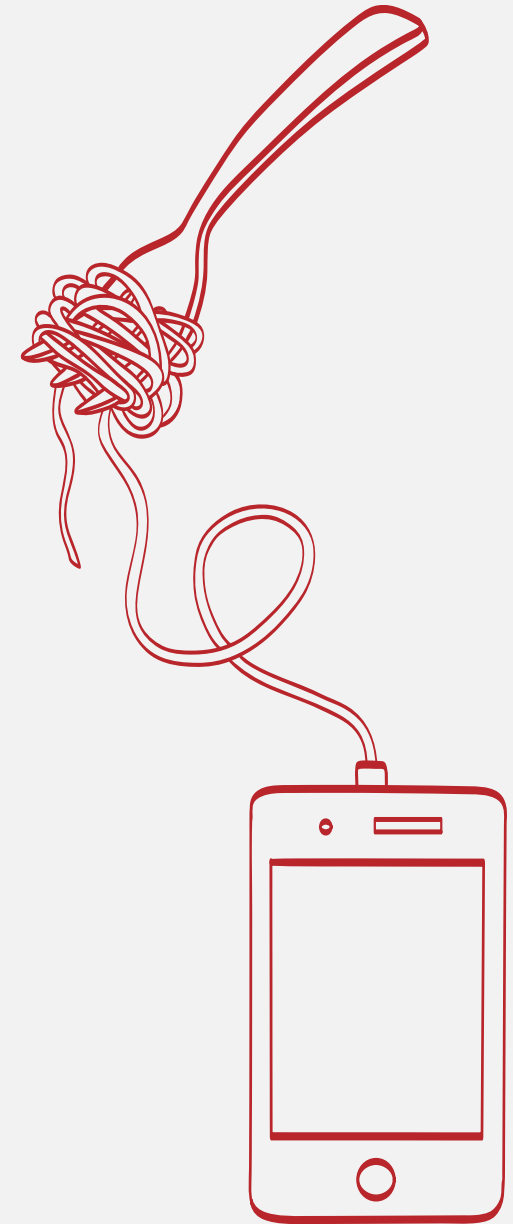


1. Establishing the appetite for Unified Communications
2. The Business Case, Procurement & Contract Award
3. Proof of Concept (PoC) and Project Delivery
4. Disrupting the Operating Model and our journey towards agile
5. Lessons learnt



PART I

Establishing the appetite for
Unified Communications





**OFFICE
WORKER**



**PARTIAL MOBILE
WORKER**



**MOBILE
WORKER**

Cisco telephony

IPFX contact centre

Strategic review of
communications

Future business
operating model

NEXT STEPS



STEP 1

Unified Communications
Multi channel contact centre
Market research



STEP 2

Demo for the Group Exec team
Excite / show the potential



STEP 3

CEO & Exec 'Green Light'

Lindsey Williams
Group Chief Executive

Video:

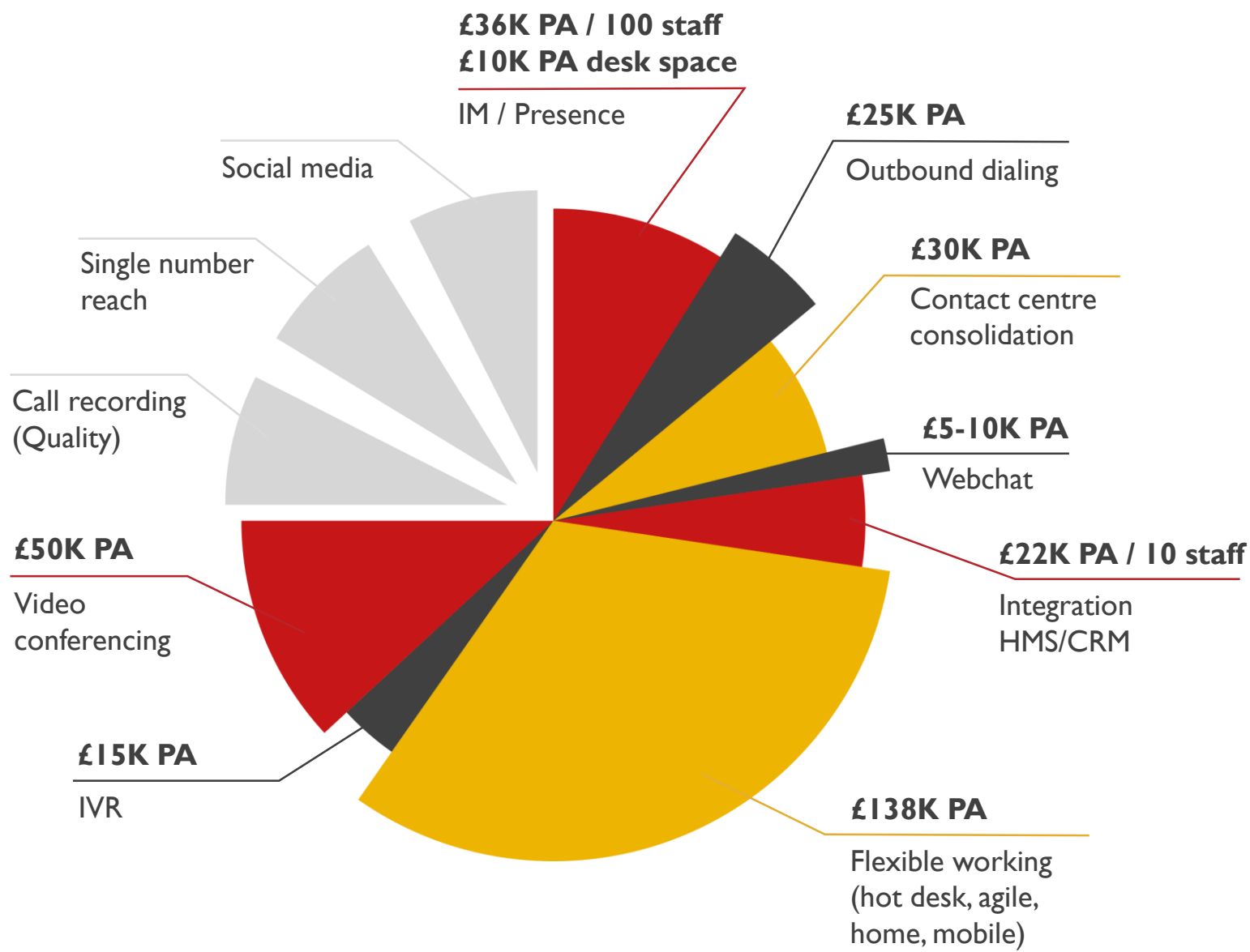
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PART 2

The Business Case,
Procurement & Contract Award





IDENTIFIED OPPORTUNITIES



Conservative
Business Case
(e.g. did not include
office restructure)



Procurement (OJEU/CD)
External support (Alysium)
Specification & Business Case



Contract award to Amillan
MS SfB, EICC, QMS &
Integration to Orchard

Ian Skipp
Group Finances & Resources Director

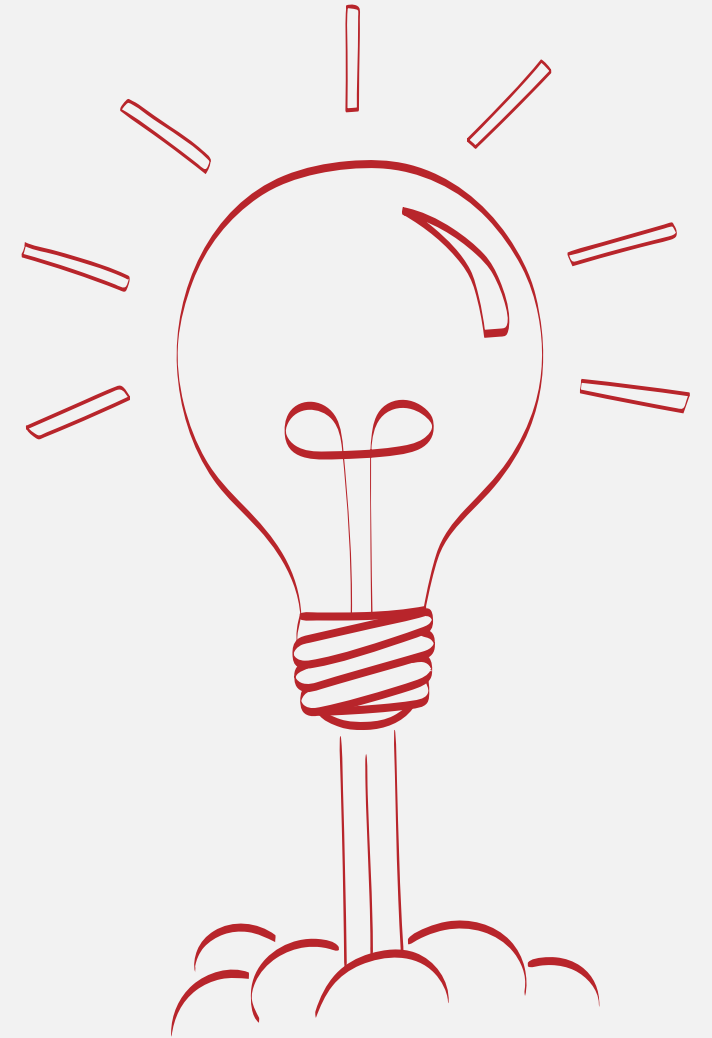
Video:

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PART 3

Proof of Concept (PoC)
and Project Delivery



A 12 MONTH JOURNEY



01

Ripping out
solid, reliable,
legacy kit



04

The 'Infrastructure Recipe'
Citrix, thin client, etc..



07

Unknown, unknowns
Long journey
Group restructure



02

Reliability / functionality
Manage expectations



05

Proof of Concept
Testing, testing 1 2 3..
Contractual - Exit Plan



08

ICT Support (Agile/remote)
ICT Strategy



03

Goodbye to desk phones,
hello to headsets!
Change / engagement



06

People, change, culture
Desk to Agile working
3 Persona types



09

Connectivity / Variables
Education / skills
Impact on deliverables

Chris Cheetham
ICT Project Manager

Video:

<https://www.youtube.com/watch?v=clEmp0qwS-A&index=2&list=PLx-AIG--ckDYp45e7T6MpPy6j7Tn-acNf>



PART 4

Disrupting the Operating Model
and our journey towards agile



NOW AND NEXT....



01
Skype for Business
across the Group



04
EICC, QMS &
Orchard integration



07
Hot desks



10
Home
working..?



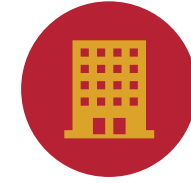
02
Meeting rooms –
Video / Audio
Conferencing



05
Digital / Self Serve
'My Account'
Self Appointing
Repairs



08
Agile working



11
Office review



03
Headsets for all staff
Choices offered



06
Laptop rollout
ICT trainer



09
Touch down
points



12
Connectivity
challenges and
ICT support

Anna Radford
Neighbourhoods Officer

Darren Sanderson-Turner
Business Transformation Manager

Paul Selby
Asset Surveyor

Yvette Dodman
Customer Services Advisor

Video:

<https://www.youtube.com/watch?v=clEmp0qwS-A&index=2&list=PLx-AIG--ckDYp45e7T6MpPy6j7Tn-acNf>



PART 5

Lessons learnt



TODAY



Change
management is key



Set expectations
clearly



Be prepared for
external factors



Get buy-in from
the top



Manage your risks,
but take risks!

Suki Jandu

Group Director for Customer
Experience & Assets

Video:

[https://www.youtube.com/watch?v=clEm
p0qwS-A&index=2&list=PLx-AIG--
ckDYp45e7T6MpPy6j7Tn-acNf](https://www.youtube.com/watch?v=clEm
p0qwS-A&index=2&list=PLx-AIG--
ckDYp45e7T6MpPy6j7Tn-acNf)



AND FINALLY....



A great IT Team who are already looking forward to ‘what next’...

Video: <https://www.youtube.com/watch?v=clEmp0qwS-A&index=2&list=PLx-AIG--ckDYp45e7T6MpPy6j7Tn-acNf>

THANK
YOU

