

Rollout Services

Matching technology to business needs.



For many businesses, the pathway to change can be a painful one, often needlessly so. Organisations planning or introducing IT upgrades face two sets of challenges:

The need to change – due to issues arising from technology, which for various reasons, is unable to serve users' business needs.

The process of change – with all the issues that can arise during implementation. How can the company maintain productivity and business continuity during technical refresh?

Today all organisations heavily reliant on their IT infrastructure will, at some stage, tackle one or both of these challenges. And there are further, more specific issues which can make it more complex to effect change with a minimum of disruption:

- Multiple staff locations.
- Purchasing equipment from multiple vendors.
- Tight timescales for deployment.
- No space to store systems until they're installed.
- Uncertainty what to do with the old systems you're replacing or the need to adhere to government standards.

Impact of failure to act

Yet, without a careful, planned programme designed to bring your infrastructure in line with the latest standards and your business needs and aspirations, you could have even bigger problems on your plate. No change or poorly managed change leads to:

- User productivity affected.
- High risk product delivery.

- Lack of skilled resources in required technologies resulting in project slippage.
- SLA targets not met.
- Dissatisfied users and customers.
- Lack of standardisation and policy being applied during rollout.

The Capita Rollout Services Solution

Capita Managed IT Solutions can manage every aspect of your change process: consulting with you to determine what changes are required, designing a system that works for your organisation, procuring and implementing equipment, and supporting your new infrastructure so that it delivers efficiency you can count on. Our service, in more detail:

- We assess your organisation's requirements and develop a custom built purchase and deployment plan incorporating value adds for no extra cost.
- We procure and supply the latest IT equipment, via our relationships with leading providers.
- We look after configuration, implementation, roll-out and support of acquired products.
- We remove all packaging from new systems and take away old IT equipment for disposal under the terms of the EU Waste electrical and electronic equipment (WEEE) Directive 2002/96/EC.
- We are committed to working in close partnership with other subcontractors to assure consistent quality.
- For the duration of the project our PRINCE 2 qualified and experienced project manager oversees all aspects.
- We also provide a team of specialist engineers who remain involved through every stage. These engineers are backed by a management team with a defined escalation process.

Benefits of the Capita Rollout Services Solution

Capita's philosophy is founded upon delivering solutions which give our clients the greatest opportunity for success with the lowest level of risk and minimum disruption to their organisation. With our experts looking after every aspect, your organisation can move ahead with no hassles, headaches or disruption, confident our solution will achieve significant benefits to every area of your operations. We promise:

- Low risk product delivery.
- Highly skilled resources in the required technologies.
- Delivery to agreed SLA targets.
- Confidentiality where required.
- 100% satisfaction upon completion of the project.

"Capita IS worked with the Northern Health & Social Care Trust on a PC replacement project, involving the transfer of data from existing desktop systems, installation and customisation of 300+ new systems. Capita also undertook to transport the old systems for secure data disposal and recycling.

Capita personnel worked to agreed processes and schedules. Duties were carried out in a professional and courteous manner which contributed significantly to the success of this project which reflected well on the local IT Department.

The Northern Health and Social Care Trust would not hesitate to use Capita for a similar project in the future".

Paul Campbell, IT Manager,
Northern Health & Social Care Trust.

