CAPITA

Implementation Services

Introducing more efficient ICT without disruption.

Change is a necessary part of continuous improvement, but the process of implementing ICT changes that will make your business more productive and efficient can seem daunting. Will operations be interrupted while the changes take place? Will it put too much of a strain on your in-house staff? And what about downtime and associated costs? Without a doubt, change must happen, but how can it be achieved so that you minimise disruption and maximise the business benefits? When considering upgrades, these are the primary issues facing any business:

- The change imperative. Organisations need to maintain competitive effectiveness through better ways of working and by using new and existing technologies to improve productivity and maintain business advantage.
- Managing change. When organisations need to update or refresh their ICT infrastructure, minimising any disruption to users and the day to day business is essential.
- Change and continuity. As the process takes place, it's vital that the systems continue to deliver the applications and functionality required to keep the business running, to assure consistency and reliability of service.
- Change without overstretching your resources. Your in-house resources need to be deployed to best effect. ICT projects, upgrades and refreshes must not take your staff away from their core daily responsibilities.

Impact of failure to act

The fact is, without crucial changes, your business is probably already experiencing disruption, mounting costs and stretched resources, as your organisation struggles with a system that no longer fulfils your requirements. And the problems will only get worse. If you have decided to introduce modifications, they must be carefully, expertly managed, as poorly organised changes bring their own set of pitfalls.

- Fail to deploy technologies which bring process and productivity improvement, and you could lag behind competitors or suffer from over-complex, inefficient processes which can lead to increasing costs.
- During any change to the technology environment, user morale and productivity needs to be maintained. Otherwise there could be a negative impact on the operational effectiveness of your team or your business functions.
- Change, and in particular change of technology, ICT and business applications, has the potential to cause major disruption to the business, leading to unhappy suppliers/ customers, potential lost business or damage   to reputation.
- Failure to maintain daily tasks and duties that are normally undertaken internally can be damaging to your in-house systems.

Business Requirements

The needs are two-fold. Your business must have an effective ICT infrastructure that utilises the latest technology to support the business functions if it is to achieve maximum efficiency, effectiveness and productivity. But the second, equally critical, requirement is that any change, no matter how major, can be undertaken with minimum interruption to the quality or productivity of your daily business functions. This calls for:

- A seamless change service that works around your business to ensure employees can deliver their day to day duties while modifications take place.
- A tried and tested approach and methodology that will deliver the technology roll-outs, refreshes and upgrades in a proven way. This expertise will provide the reassurance that all risks are mitigated and all elements carefully planned to deliver a successful project.
- The process structured so your business continues to function. In particular within ICT, activities such

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making **IT** work

as administration, backups or user queries need to be maintained by the internal team. The key is to make sure that change can take place without your ICT or other staff getting unnecessarily involved in any implementations.

The Capita Implementation Services Solution

Capita's complete solution ensures that the changes are not only right for your business and in line with your strategic aims, but that they are implemented in a way that ensures business as usual. In other words, no disruptions! Even better, what we install and implement, we support, with guidance and follow-up assistance, so you maximise the benefits. Our solution consists of:

- The deployment of the latest, best-in-class technologies to fulfil your requirements from both a technology and business perspective.
- A dedicated team of implementation specialists from our Professional Services Practice. This expert resource has experience across a diverse range of business environments such as manufacturing, retail, administration and healthcare. As people-focused professionals, we will work flexibly and considerately with you to minimise any disruption to staff and meet their diverse requirements throughout the implementation process.
- Our implementation teams work to a number of best practices and methodologies, including ITIL Service Management Practices, Prince 2 Project Management, along with Industry specific technology tools such as Quest, Microsoft Business Deployment, Compuware, Symantec, applying the best approach and methodology to suit your unique requirements.
- Our technical and business resources will set out clear roles and responsibilities in advance with your team. By coming to an agreement at the outset, we can ensure no impact on your daily activities as a result of the project.

Benefits of the Capita Implementation Services Solution

Who says change has to be painful? When you let Capita look after every aspect, the process is smooth, seamless and involves very little time and trouble. And the benefits make it more than worthwhile.

"Capita Managed IT Solutions have provided us with an excellent standard of implementation services and support during our long term relationship with them. We can really depend on them to provide the required expertise and advice when we need it, even out of hours. This is where the value of a long term strategic alliance comes into play".

Fergal Durey, ICT Manager, Western HSCT.

- Greater organisational effectiveness by using effective technologies; reduced downtime leads to better productivity and improved end-user satisfaction.
- Minimum disruption to the business.
- True value-for-money solution with any risk to your business environment fully mitigated.
- Effective use of internal resources, with no resource drain or impact on routine processes and procedures.
- Increased end-user satisfaction.
- And above all, the peace of mind that your systems are consistently performing at their best, and the freedom to focus on developing your business.

connect MOBILITY AND ACCESS   **manage** ASSET MANAGEMENT   **store** DATA MANAGEMENT   **protect** SECURITY MANAGEMENT   **converge** UNIFIED COMMS   **conserve** SUSTAINABILITY