

Caja Case Study

West Yorkshire Combined Authority Corporate Technology Programme



01. CHALLENGE

The West Yorkshire Combined Authority tendered for a Lead Delivery Partner to help deliver their Corporate Technology Programme. The Combined Authority partner with many organisations across the region and needed to update their technology & processes to enable mobility & collaboration and introduce hot-desking to increase their staff/desk ratio. Improving security & resilience was another driver.

02. SOLUTION

Caja joined forces with risual (a Microsoft Gold Partner) to offer the programme management, technical expertise and change management needed to deliver the required outcomes. Co-working with key stakeholders at the Combined Authority we have shaped the Corporate Technology Strategy into a programme of 16 delivery workstreams and a series of business engagement activities to ensure the new technology is embraced and adopted by the 500 staff. The governance established allows us to continue to steer the programme to achieve the digital transformation they set out.

For further information on this or any other case study, please contact us on:-

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03. OUTCOME

The programme is still in progress but we are weeks away from rolling out laptops, headsets for voice & video and O365 tools. Staff communications are underway to build awareness, desire and knowledge to drive adoption. Behind the scenes, cloud technology has been introduced to modernise the way the ICT team support the technology and to enable the programme goal of My Desk, Anytime, Anywhere.

