

Caja Case Study

West Yorkshire Combined Authority

A Digital Transformation journey



01. CHALLENGE

One of the main challenges faced was the cultural differences in the way people work. The project was in place to drive a better experience for the end users, so it can be challenging to ensure all needs are met. Additional challenges include:

- Diversity of thinking
- Different ways of working
- A fear of loss of control
- Fear of change

The pace of change in business technology is relentless, which meant the technology that the Combined Authority had in place has progressed significantly. The end users needed tools which would enable them to work more efficiently and effectively. One of risual's roles was to educate and enlighten the Combined Authority to new ways of working with new technology.

02. SOLUTION

The goal was to update the technology estate to something much more modern which would enable the end users to work more efficiently. risual implemented a variety of technologies which would not only enable remote working but would also:

- Reduce operational costs.
- Improve the way in which people work.
- Support collaboration.
- Provide better trustworthy security.
- Work towards a greener organisation.

To become a digitally led and cloud first organisation, the technologies which were implemented as part of the CTP include:

- Microsoft Azure platform, enabling end users to work in a trustworthy cloud environment.
- Built in security features have provided recommendations in the cyber-security review. The Combined Authority are working towards Cyber Essentials Plus Certification and are continuing to focus on ensuring their organisation technology is secure.
- Microsoft 365 suite (included but not limited to, Microsoft Teams, SharePoint, OneDrive, and Power Platform technologies).
- Upgrade the end user environment to Windows 10.

In addition to the technology delivery, end-users needed to understand the changes they were going to go through. risual provided a structured approach to people and process change which not only allowed users to become effective with new ways of working quickly, but it made sure that the Combined Authority could continue this reinforcement after the project had concluded. Employees attended training sessions alongside risual and the Combined Authority to aid the knowledge transfer and to empower people in the Combined Authority. This allowed the support team to train new starters in the future and have control of the user enablement process.

03. OUTCOME

The CTP has been a huge success for the Combined Authority and continues to drive a variety of benefits for the people and the wider business.

- Remote working encourages better collaboration
- Going green with a device refresh
- Improved wellbeing and satisfaction
- Trustworthy security and compliance
- Adoption and training

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

Email: admin@cajagroup.com

Telephone: 01782 443 020