



Agile working: the new normal at the London Legacy Development Corporation



IT transformation powers mobility and collaboration, enabling more efficient ways of working

A positive legacy from London 2012

Since the conclusion of the London Olympic & Paralympic Games 2012, the London Legacy Development Corporation has been behind the creation of a dynamic centre for east London based in and around Queen Elizabeth Olympic Park. Among the key aims are creating opportunities for local people and businesses, and driving innovation and growth.

The corporation has 300 users in roles ranging from operational management of the park and its events to the planning of new residential neighbourhoods. Over time, employees found that being tied to desktop computers — many of which dated back to 2012 — was hampering their day-to-day productivity. In addition, the corporation was still using the Windows 7 operating system.

"It was becoming difficult to source new and replacement devices able to run Windows 7," says Karisha Moodie, Head of IT Service Management at the corporation. "On top of that, we knew that Windows 7 would soon go out of support. We had to decide on the best way to move the corporation forward."

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Karisha Moodie, Head of IT Service Management

Main outcomes

- ▶ **~300 users** provided with new laptop and desktop devices
- ▶ Optimised use of Office 365 applications with the upgrade to Windows 10
- ▶ Agile working enabled with lightweight, laptop-tablet hybrid devices and corporate WiFi implementation
- ▶ **Harmonised, up-to-date devices and OS** in use across the corporation's offices
- ▶ **22% reduction in print volumes**, supporting sustainability objectives

300 users upgraded to Windows 10



95% of users now laptop based



22% cut in printing



New laptops, operating system and corporate WiFi delight users and support more agile working practices through increased mobility and collaboration.

Getting more from Office 365

Working with Civica, its provider of IT managed services (ITMS), the corporation had already migrated to Office 365. "It was clear that upgrading our OS to Windows 10 would provide a better Office 365 experience, and allow us to get more out of collaboration tools like OneDrive and OneNote," says Karisha.

As new computers were needed to run Windows 10, the corporation reviewed users' needs and preferences, discovering that laptops could replace desktops for almost everyone. To make having a laptop even more useful, Karisha asked Civica to implement corporate WiFi at the same time.

Civica advised on laptop selection, taking account of the corporation's aim to issue a single device to each user, and senior executives' backing for truly portable, lightweight devices. "The Civica team were patient and responsive," recalls Karisha. "They researched different makes and models and their associated costs, and helped us weigh up the respective pros and cons."

Not just an upgrade: a transformation

As Karisha points out, this collaborative approach encompassed the whole project: "It was a real team effort, with Civica sales and technical experts engaged in workshops with us, early assignment of our project managers, and everything well thought out and planned step by step," she says.

Civica engaged with trusted partners to source the laptops and create the Windows 10 build. The phased deployment took a 'clean sweep' approach: users left their old devices behind at the end of the working week, and collected their new ones the following Monday morning. Floorwalkers supported users as they got to grips with the new devices and OS.

With around 95% of users now laptop-based, the corporation is embracing a culture of agile working, fully supported by HR. Having laptops makes it much easier for the Events team, for example, to split their time between the park office and the corporation's head office. And working from home or other locations, such as client or partner sites, is also much more straightforward.

"We've had fantastic feedback from the business about the whole transformation," says Karisha. "There's been a massive change in working styles, with people now more mobile and able to collaborate easily. And instead of carrying piles of paper into meetings, people simply take their laptops, which double as tablets and make it easy to take notes."

Monthly reports reveal a 22% drop in pages printed. Although reducing print wasn't a stated project aim, it's a welcome outcome, given the corporation's aims to work as sustainably as possible in all areas of its business. An imminent printer refresh project, also with Civica, will see the rollout of a smaller, consolidated fleet of modern, efficient devices.

Collaboration delivers results

The corporation has now embarked on an exciting five-year programme to develop the East Bank cultural and educational district, which will create additional jobs, attract students and visitors, and further boost the local economy. To get users at the corporation's new East Bank construction on-site office off to a great start, Karisha asked Civica to do a complete technology infrastructure fitout, including the same laptops, Windows 10 build and WiFi as at head office.

"A smooth commercial process with Civica meant we could move quickly to meet deadlines," says Karisha. "As this project overlapped with our head office refresh, it could have been challenging to resource, but Civica had all the right people in the right places at the right time, ensuring both projects were always fully supported."

She continues, "Civica are a trusted partner and the relationship between our organisations has grown substantially during this time. We've had high profile projects to deliver for the business in the last quarter which Civica have been instrumental in delivering. New technology and the delivery of the rollouts have been professionally managed with minimal issues which the business has acknowledged and recognised across the organisation."

It's a sentiment echoed by Karisha's colleague Jim Wood, Director of IT and Information Services: "Civica has provided core IT Services to LLDC for a few years now and are as motivated to provide an excellent service as at the start of the contract," he says. "It's reassuring to see there's still a lot of pride and energy for us across Civica."

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