



WorkPlace Transformation deployment

Workforce Transformation drives employee engagement by 20%

Workforce Transformation drives employee engagement for our customer which is a leading education publishing and assessment service provider to school and corporations and has offices across India.



Customer Name: NIIT Ltd , Various offices across 15 cities in India with over 2500 employees



Employers face a huge challenge to the way they manage and nurture staff. They have to change both the physical and organisational workplace to increase productivity and agility, and create a better business environment. ATNIS has developed a Workplace Transformation Solution which it is rolling out across its India offices. ATNIS was engaged to transform the IT environment across the organisation and, designed and deployed a modern Workplace solution using Microsoft 365. The solution comprised a Digital Workplace using Microsoft Teams, SharePoint and OneDrive for Business to promote collaboration, knowledge sharing and secure storage of data, alongside a state-of-the-art IT solution using Microsoft 365 powered devices that provide a consistent and straightforward user experience and peace of mind when it comes to data, device, and identity security.

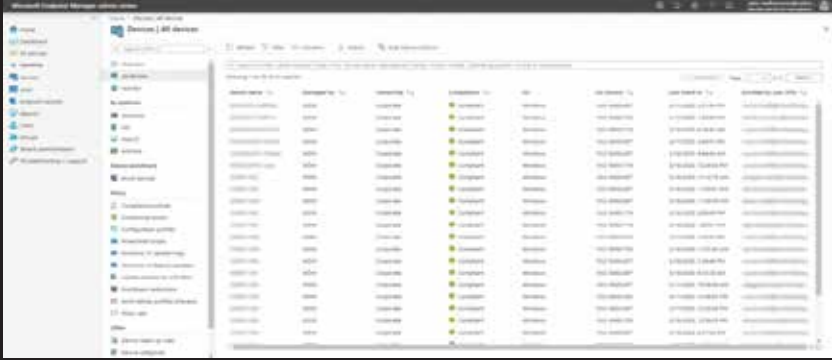
Challenges

For many years the NIIT had used out dated ways of working, local storage and email were used for transferring and sharing data, along with file shares for personal and org-wide data storage. Security and threat protection capabilities were limited and, with Windows 7 and Office 2010 in place, a change was essential to protect data and to enable the NIIT team to work more effectively. As with any legacy approach, offline and remote working involved moving data outside the organisation's control, for use on personal devices with no certainty over the health or security of the device. Equally, data returning to corporate devices presented a risk to other devices on the network. NIIT wanted to implement the transformation as quickly and as smoothly as possible. As such, coordination of activities and communication was key to enabling everybody quickly, efficiently, and without confusion



Solution Strategy

ATNIS recommended Microsoft 365 Enterprise E5 for all office-based users. A combination of Office 365 E3 and Enterprise Mobility + Security E3 formed the entitlements for remote workers. The programme of work was executed based on a backlog, prioritised by OIES, starting with the rollout of Windows 10, Office Pro Plus, Exchange Online and OneDrive for Business. The first phase saw the rollout of managed Windows 10 devices for all office-based users, including shared PCs and kiosk devices for checking out library books. Behind the scenes, the devices were imported into Windows Autopilot to simplify the out-of-box experience, enrolled into Azure Active Directory and managed by Intune.



Microsoft Endpoint Manager – cloud-based tools to configure, maintain and report on devices across the organisation.

Configuration profiles were created to implement the endpoint protection features of Microsoft Defender ATP and BitLocker, in addition to customised Security Baselines for ATP and MDM. Additional configuration profiles enabled the deployment of apps including Office Pro Plus and configured OneDrive for Business to automatically sign-in and implement Known Folder Move. To simplify the transition, the decision was made to remove any dependencies on existing services hosted on-premises. This meant users were registered directly in Azure Active Directory, secured with the robust identity protection features. With the full suite of ATP tools available, these were setup to provide the security and flexibility required by NIIT. Once the key elements of the cloud platform had been configured, a migration of email from a hosted Exchange environment was carried out using tools provided by CloudM. Using a

The fundamental goals of an effective digital strategy

01

Empower people – transform the workplace into a digitally-optimised environment that supports collaboration and knowledge-sharing to enhance productivity and innovation

02

Optimise business processes – enable more efficient and effective ways to manage information, embedding information security and sustainability into operations

03

Optimise the value of technology and IT infrastructure – deliver a strategy to support the needs of the workforce and the organisation three-tier approach to Workplace Transformation defines the current and emerging opportunities and challenges for organisations looking to develop the way in which they support and engage their workforce. |

Simply the Transition



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Figure 2 – Microsoft Defender Admin Centre – gain visibility over the health and compliance of devices and potential security threats.

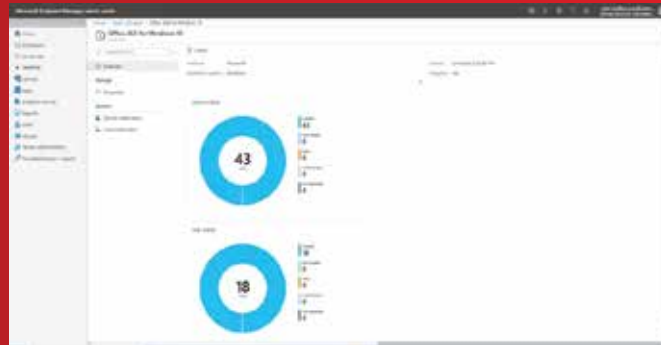


Figure 3 – Microsoft Endpoint Manager – efficiently deploy store apps and line-of-business applications to users or devices.

Due to the major change in working habits, change management and adoption activities, delivered by ATNIS team, were critical to the success of this transformation. A number of training workshops were delivered, in addition to Microsoft Learning Pathways content and other bespoke collateral, to help everyone start off with an understanding of what was happening, what was expected of them and how to get the most out of the new tools available. During the on-boarding period, we also carried out floor walking, offering immediate assistance when needed, as well as being available via phone and Microsoft Teams for remote workers. Finally, we continue to provide a managed service to NIIT, ensuring continual improvement of the environment and ensuring the

The second phase followed swiftly, with the introduction of an intranet using the modern features of SharePoint Online and Microsoft Teams for collaborating. These services transformed the way collaboration and sharing occurred both inside and outside the organisation. The rich feature set of Microsoft Teams has enabled everyone to work together, even when working remotely. Online meeting and video have provided a standard approach to holding meetings and has made communication much easier and more immediate, and has reduced the need for other costly conferencing services.

Strategy of Agility

Based on the intelligence gathered in analysis, ATNIS developed a Workplace Transformation strategy that focused on creating a more agile work environment. This strategy aimed to change offices into places of collaboration, where staff had the culture and freedom to be more flexible. Agility and flexibility enables a more productive environment that adapts to people's skills and talents for day-to-day working, but also for the long term so that people and the business can respond and change quickly depending on business and resource. This approach – using four key elements of contemplation, communication, concentration and collaboration – was applied to all aspects of the work environment. This included the physical design, colour and aesthetics of an office to the technology infrastructure, business processes that operate and information that flows through the workplace.

Transform People, Places, Processes

ATNIS has already delivered Workplace Transformation to 23 locations in India for NIIT. These locations have been completely redesigned with open-plan workspaces containing hot desks, quiet and huddle areas, and meeting rooms. Underpinning the new environments is a range of products and services that improve the working environment. At the core is an IT infrastructure that supports plug-in-and-go hot desk connectivity, secure and pervasive Wi-Fi, mobility tools and connected meeting rooms. Also in meeting rooms are collaboration and communication tools, like interactive whiteboards and plug-and-play conferencing products, that make it quick and easy to set up virtual meetings. Integrated around the core IT infrastructure are additional cloud solutions such as managed print services and multifunction devices that enable more efficient document management with solutions such as Follow Me Print and document scanning.



The almost immediate improvement in communication and collaboration across the organisation soon became apparent and the immeasurably improved ability to work and collaborate when not office based has enabled NIIT to carry on working seamlessly through the COVID-19 lockdown. Despite training being cut short by lockdown the NIIT team has been well supported by managed service and the online resources put in place and the improvements and evolution of their working environment will continue to develop and be supported by ATNIS.



Strategic partners include:

