The Maritime & Coastguard Agency adopt Microsoft O365 for Knowledge & Information Management (KIM)

Microsoft O365 is enabling IT infrastructure and applications to be moved to the Cloud and supporting the digital transformation of the organisation to deliver new, more efficient ways of working.

With a team of over 1,000 staff and 3,500 volunteers, located in numerous offices around the UK coast, the Maritime & Coastguard Agency work to prevent the loss of life on the coast and at sea. The Agency produce legislation and guidance on maritime matters, issue certification to seafarers and provide a 24-hour maritime search and rescue service around the UK and internationally through HM Coastguard.

The challenge

In 2015, the Agency embarked on a programme of work to move much of the organisation’s infrastructure and applications to the cloud and to adopt new tools and technologies to enable the digital transformation of the organisation to support new ways of working and deliver productivity and efficiency savings.

As part of this programme, the Agency selected Microsoft O365 to deliver the corporate Knowledge & Information Management (KIM) system, including Document & Records Management and the Intranet, to replace the file stores, a physical records management system and some bespoke document repositories.

Recognising that they did not have the necessary up-to-date expertise in-house to deliver content, document & records management in O365/SharePoint Online, the Agency ran a procurement exercise through G-Cloud and selected Deltascheme as their implementation partner.

The solution

The Knowledge & Information Management team then set about auditing what content (physical and electronic) existed within the organisation, who the content owners were, how it was structured and what the associated business processes were.

After several iterations, a new Information Architecture was then designed for SharePoint Online and policies for retention and disposition, using classification labels, were agreed with the internal information and records management team.

Using an agreed set of out-of-the-box features, functionality and templates, several areas of the organisation then pioneered the use of O365.

Having successfully completed the pilots, and a transfer of skills from the Deltascheme consultants, the Agency has now embarked on an ambitious programme of rolling O365 out in a consistent and efficient manner using Flow, site templates and Azure functions (which were provided by Deltascheme).

Working closely with the corporate communications team, a new Intranet called Compass was designed and delivered using the modern sites, pages and web parts available with SharePoint Online to significantly improve internal communications and provide easy, centralised access to all the corporate policies, procedures, core information assets and forms as part of their ISO:9001 certification.
Benefits
Since going live with the initial pioneer areas, the KIM team have continued to receive positive feedback from across the organisation including users as they adopt the new system and from the Senior Management Team.

The main benefits being derived are:

- Enabling the transition of infrastructure and applications to the cloud
- Providing a centralised single solution for the effective management of corporate content
- Aiding discovery of the right content through easier navigation and search
- Improving corporate communication
- Supporting new and significantly more efficient ways of working.

The Future
Future phases of the project will include extending the use of tools available in Microsoft O365 including Yammer, Skype, Delve, Planner, Flow, etc. The Agency has also started utilising Power BI and expects this to expand across many areas of the organisation.

Once the roll-out of O365 has been completed the vision is to increase the use of online forms and workflow to drive productivity and automate processes.

Deltascheme provided the necessary subject matter expertise to guide and assist MCA on the Office 365 journey. Their involvement in this project has been key to enabling MCA to realise the benefits anticipated from the introduction of SharePoint Online and the Office 365 toolset.

Richard Smith
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About Deltascheme
With over 30 years’ experience, Deltascheme is a leading provider of services and solutions for Microsoft SharePoint and Office 365 to deliver content management, collaboration, business transformation, process automation, case management and to support new ways of working. Our services and complementary products also support the migration of existing content, through discovery and auto-classification, the establishment of robust information architectures to drive compliance (e.g. GDPR) and to enable integration with other applications. We can help with:

- The delivery of effective and scalable Content, Document & Records Management Systems
- Corporate Intranets and Extranets
- Assistance with the migration of content from file stores or existing EDRM systems into SharePoint
- Intelligent Process Automation (workflow), electronic forms and off-line/mobile working
- Integration with line-of-business applications or systems (CRM, SAP, Agresso, Northgate, etc.)
- Configuration of reporting & business intelligence solutions
- Applications and portals (e.g. contract management, health & safety, FoI or GDPR requests handling, etc.)

To find out more about how Deltascheme can assist your organisation please contact our sales team on 01628 401800, sales@deltascheme.com or go online to: www.deltascheme.com