



## Success stories

# Supporting Flagship's biggest digital transformation project to date.

When Flagship Group underwent its biggest digital transformation to date, Digital Space was contracted to manage the project and migrate its entire on-premise estate and 1,200 end users to the cloud.

We successfully migrated all users to the cloud in record-breaking timescales, helping the organisation save £260,000 over five years.

### Why migrate to the cloud?

Flagship Group is a housing provider in the East of England, who own, manage, and maintain over 31,000 homes. Flagship employs over 1,200 people and prides itself on its agile approach to work, which gives its people the freedom to try new things and do whatever they need, to solve problems in doing what's right for its tenants.

Despite Flagship's agile approach, there were still challenges that the company needed to overcome to allow its people in the contact centre to work from home. And during Covid-19, the limitations of the existing platform became more apparent. Flagship needed to do all it could to ensure the safety of its people and continue to provide its services.

Flagship's people in the contact centre found that the current system was unable to support the high volume of telephone enquiries when working from home. For example, five per cent of calls would drop out, and with 5,000 calls per day, this meant it was a problem that needed to be fixed, as soon as possible.

The Group wanted to completely exit from their local data centres and migrate most of their core applications to the cloud, in very short timescales. Therefore, a significant cloud migration project, providing secure, remote working access to 1,200 people was vital.

## The ideal cloud solution

We were contracted by Flagship Group in September 2020 to deploy cloud solution, Amazon Web Services (AWS) and move the entire organisation to the cloud in just six months, with a deadline of March 2021. The benefits of AWS included:

- Flexibility
- High resilience
- Built for the end-user
- Enabled employees to access the server and files far quicker than any other connectivity method
- The entire IT infrastructure, which included 50 plus systems, would be rebuilt in AWS, to ensure that systems and data were completely secure and clean

However, following a significant review of Flagship's IT infrastructure, we recognised that Amazon Connect, a cloud-based telephony system which provides easy to use browser-based softphones and sufficient line capacity in short time scales, was also required. Its benefits included:

- Creating a seamless customer experience across telephony and chat
- Powerful real-time and historical analytics
- Simplifies contact centre operations
- Supports customers from any location

180 additional users would need to migrate to the new telephony platform.

## The challenges

There needed to be minimal disruption to Flagship's operations. Tenants still needed to be able to get in contact at any time and all the organisation's contact centres had to remain operational, responding to critical emergency repairs without delay.

In addition, the cloud migration project was implemented during the third wave of Coronavirus. Continuous communication between Flagship and our teams was crucial but could only happen virtually, due to government restrictions.

## Going the extra mile

To ensure success, a carefully controlled plan was put in place. This meant:

- Morning meetings took place every day between our teams and Flagship's IT team, to ensure a smooth and seamless transition
- We regularly communicated with Flagship's Senior Leadership Team, supporting any queries they had
- Internal teams were given additional skills training so the new system could be utilised effectively

## Seeing success

- The AWS cloud migration project was completed in half the allotted time, three months ahead of schedule, finishing in December 2020
- Despite usually taking months to be implemented, Amazon Connect was set up and tested in just five days, with 250 lines being transferred onto the new system
- The significant quick turn around and our around the clock service ensured that all users had migrated to the cloud, just before the UK re-entered lockdown in January. Employees could work productivity and effectively from home
- The cloud migration project provided the Group with a £260,000 savings over five years
- The Group is now benefiting from a stable and seamless platform that is much more advanced than its previous system



## Testimonials

We will continue to be a key partner for Flagship Group. In a recent Customer Relationship Quality Survey, Flagship Group gave us 10 /10 for the quality of the service we provided.

**Laurie Brown, Head of Information at Flagship Group**



Digital Space displayed an excellent understanding of our technology requirements, and helped us to migrate our on-premise infrastructure and contact centre platform to the cloud in record time.

By working closely with our stakeholders as well as our technical department, Digital Space was able to demonstrate how AWS could fulfil our digital requirements. Their dedication to going above and beyond has benefited us considerably.

Not only did we see a significant cost-saving, but we were also able to enhance employee productivity and continue to be there for our tenants during a very challenging time.



Digital Space delivers progressive digital solutions that enable organisations to transform at pace.

Focused on enabling change for our customers, we provide a connected, productive and secure platform to maximise data, improve workflow and accelerate growth.

## Get in touch

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