

## Cloud-based Infrastructure Transformation



### Background

Since 1994, the National Lottery Heritage Fund have distributed £8bn of grants to over 44,000 heritage projects. The scope and complexity of their operations to support the smooth and effective running by a staff of around 400 is significant. In the pursuit of the organisation becoming more data driven, it recognised the need to leverage technology further to enhance the quality, effectiveness, and efficiency of the organisation and the services it provides.

### The Challenge

The National Lottery Heritage Fund were recently faced with a requirement to move from their offices at Sloane Square to St Katherines Dock. This presented them with a unique opportunity to re-design and re-shape the entire IT infrastructure, and in doing so fully exploit the potential of the Microsoft Cloud platform. Following a visit to see the CoreAzure services in operation at the UK Parole Board, CoreAzure was appointed their strategic partner for a 4 year term.

The fund's IT organisation was traditionally structured with a service operating model reliant on an in-house team providing support to infrastructure, and an application portfolio (that had as in many complex modern organisations) proliferated over time. This overhead was minimising the time available to enable and support an exciting and IT-enabled transformation agenda, that reflected the need for the fund to become a data driven organisation.

The absence of a track record in successful collaboration with external partners, coupled with the need to limit operational budgets and overheads, posed a significant challenge for the IT department in addressing a range of both external and internal pressures. The upcoming relocation to new offices offered a considerable chance for change. However, navigating through complex application and infrastructure challenges within a tight timeframe posed a significant level of risk.

### Why CoreAzure ?

CoreAzure was chosen as the partner to aid the Fund in addressing these challenges for the following reasons:

- During the selection process, the Fund gained firsthand experience of how CoreAzure had effectively executed a similar technology transformation programme at the UK Parole Board. Their migration to the Microsoft cloud not only expedited change and enhancement, but also significantly streamlined their relocation to new offices.
- Possessing a successful track record in helping organisations exploit the full potential of the Microsoft cloud platform was key given the Funds decision to adopt a Microsoft cloud first strategy.



## The Solution

Following contract award, we had a little over 6-months to complete the Microsoft Azure design and migration prior to the move to the new offices. During this period, it was also necessary to complete a re-design and implementation of a new cloud-based infrastructure supporting the 12 local offices plus the central London hub. In addition to this design and build activity, the implementation programme also comprised a wide range of complimentary projects including network and EUC re-design, Office 365 migration, and the design and setup of a new Managed Service where CoreAzure would complement the internal IT support team. Notwithstanding the very challenging timescales, the most significant challenge was the inter-relationships and

dependencies between the organisation's main CRM application (CIVICA GEMs) and a large proportion of the line of business application estate, and very limited documentation and configuration details.

The period that followed the move saw the introduction of a new data strategy which simplified data management and addressed duplication. Work was also completed to address all outstanding security vulnerabilities and a continuous service improvement approach was spearheaded by the funds IT Change Programme Director to ensure that the fund was focused on continuing to build value from its new and improved platform.

"I wanted to say a huge personal thank you and a formal thank you on behalf of the Executive for the massive effort and hard work in the End User roll out. To have achieved it in 3 weeks from a near standing start is exceptionally impressive - the sheer logistics of order, build, deliver, install, set up, and train had been exceptional - but add in two office moves and the grace and professionalism which accompanied the logistics is quite brilliant. I have heard only positive and glowing reports of the process and your involvement. Thank you many times over.

*Colin Bailey, Executive Director – Business Services, National Lottery Heritage Fund*

## Results

12-months on, the organisation successfully completed its move to the new head office at St Katherines Dock, on time, to budget, and with no impact to the operation of the organisation. The workforce has been buoyed by the enterprise roll-out of new MS surface devices and coupled with the deployment of Teams, OneDrive, and Exchange On-line, in addition to the introduction and support to collaborative technologies such as surface hubs now in each area office, the end-user experience has been dramatically transformed. Key refinements to data management and the simplification of the application portfolio continues to support and enable a range of service improvement projects. With the number of support incidents dramatically reducing, the internal team is able to focus more of its time on proactive improvement support (an example of which has seen the exploitation of the MS365 platform to enhance business processes). With customer satisfactions survey repeatedly showing positive results, this has been a change that has positively impacted the organisation from every angle and services continue to thrive and prosper in this new transformed environment.



London  
Saffron House  
6-10 Kirby Street  
London EC1N 8TS  
T: 020 7240 1121