

Adam Smith International delivers 'Model Office' to virtually anywhere

What was the challenge?

- Deliver consistent IT services to 250 employees and 1500 associates world-wide
- Replace aging and unreliable systems with scalable services that are simple to manage
- Make IT available securely in every location, from city offices to bunkers in war zones

"The partner we chose had to be knowledgeable, utterly trustworthy and have a relentless attention to detail so they could spot anything we might have missed. With CAE, we've felt entirely confident. Without their expertise, this would have been a high-risk venture."

Adrian Hollister, Head of IT and Cyber Security, ASI

THE OUTCOMES

- 'Model Office' with laptops, applications and connectivity delivered to teams world-wide
- Staff can access professional IT services, whether they're in an office, shanty town or at home
- Robust security keeps sensitive data safe - and lives protected
- ASI can now pitch confidently for new projects, knowing the exact costs of IT
- The IT team can deliver consistent, high-quality IT services that can be scaled easily

THE POINT

For more than 20 years, Adam Smith International (ASI) has worked with officials world-wide to tackle challenges around poverty, generating growth and strengthening institutions. Current projects are based in countries that include Afghanistan, Iraq, Syria, Nigeria and Somalia.

ASI's teams needed secure and reliable IT services available to them everywhere ... including hostile locations where any interception of classified data could put people's lives in danger.

ASI's technical team wanted every employee to be able to access the right applications, communications and IT services securely, from virtually anywhere. With help from CAE, it's now been possible.

SOLUTIONS

- Microsoft Office 365
- Microsoft Enterprise Mobility Suite (EMS)
- Microsoft Teams
- SharePoint Online
- Cisco VPN
- Cisco Meraki firewall, switch and access points

SERVICES

- IT workshops
- Solution design & delivery
- Laptop bundle for users
- MDM and app management
- SharePoint migration
- Out-of-hours first line support
- Second and third line support

The CAE approach



'MODEL OFFICE' SOLVES GLOBAL CHALLENGE

- ASI staff world-wide had a mish-mash of different operating systems, applications and network connectivity
- ASI worked with CAE to design and roll out the 'Model Office' with laptops and systems ready to go at any location — from Melbourne to Mogadishu
- ASI staff in an increasing number of countries can now use Microsoft Office 365, EMS and SharePoint Online, running off a Cisco Meraki firewall, switch and access points
- The modular design means the Model Office can be enhanced easily over time
- Everything can be configured in the UK, shipped to the location, plugged in and powered up



ESSENTIAL SECURITY KEEPS STAFF SAFE

- With operatives working in sensitive locations, any security breaches involving the loss of classified information could place lives in danger. However, ASI now has robust protection
- Security rules and processes can be applied across the network
- If a laptop or mobile phone is stolen in the field then it no longer presents a security risk
- MDM and App management has been deployed across devices (laptops, desktops and mobile phones)



BUSINESS GOALS ACHIEVED

- The ability for ASI to get advanced IT services in the field —with minimal local infrastructure and using local mobile networks— is remarkable
- With CAE's help, ASI can now pitch for new projects around the world, confidently knowing that full IT deployments are possible
- IT services now come with standardised costs, so budgeting is far easier for any territory
- Full auditing capabilities mean that ASI can fulfil its contractual obligations — and donors can see where their money is spent



SUPPORT MASSIVELY SIMPLIFIED

- The full transformation to cloud-based solutions has solved huge challenges
- ASI's no longer have to struggle with inflexible infrastructures, impossible troubleshooting and unreliable systems that lack vendor support
- Now they can see more of their IT estate world-wide as the Model Office is rolled out to more locations every month
- ASI can deliver consistent, high-quality IT services without adding to their own headcount
- CAE provides out-of-hours first line support as well as second and third line support
- Looking ahead, ASI is already considering ways to expand managed services and deploy greater self-service for users

WHY CAE?

Our agility allows us to take a strategic approach to understanding, recommending and implementing our clients' needs, delivering a truly customised approach and empowering our customers.

We work to deliver an outcome that exceeds our customers' expectations. We drive cost efficiency down, ensuring we benchmark costs to ensure predictability, transparency, consistency and inclusivity. Our agility is demonstrated through time gains and strategic efficiency, which we measure so we can refine and improve.

For more information contact hello@wearecae.com

thisiscae.com



"Feedback just recently from Nigeria has been just amazing. Staff can access documents and work from home, at offices or in shanty towns."

"We could have gone with bigger IT partners. But I don't think they would have provided the engagement, services and consistency we've received from CAE. Our partnership has been exactly what we needed."

Adrian Hollister, Head of IT and Cyber Security, ASI