

THE SALVATION ARMY FOCUSES ON GLOBAL COLLABORATION TO KEEP PACE WITH CHANGING COMMUNITIES AND FRONT-LINE DEMANDS

The Salvation Army is a worldwide Christian church, operating in 131 countries. Its passionate belief is that faith should be expressed in action as well as in words. Its work reflects the requirements of the communities it serves, providing practical help for people in need, defending those who are vulnerable and abused, and fighting against injustice.

INDUSTRY

Charity

LOCATION

London,
United Kingdom

CHALLENGE

Improve collaboration within The Salvation Army in UK and Ireland, and across the world; enable day-to-day tasks to be actioned more effectively; enhance communication with volunteers and the wider community

PRODUCTS & SERVICES

Microsoft Office 365,
CPS Vision and Roadmap

RESULTS

A plan is in place for better ways of working and collaborating internally and communicating externally. Office 365 technology is aligned with deployment and adoption proposals. A schedule is ready to roll out work packages.

Collaborate for change

Change is vital to The Salvation Army's future, says Liz Wingrove, Head of IT Projects, UK and Ireland.

“Our culture is based on face-to-face interaction, and we often use paper documents. To keep pace with the growing demands for our work in communities, we have to rethink how we do things. Above all, we must share our learning and ideas nationally and globally. For effective collaboration we need good technology tools.”

*Liz Wingrove - Head of IT Projects, UK and Ireland
The Salvation Army*

For many years, The Salvation Army deployed the same business software platform throughout the world. However, users were expressing increasing concern about the platform's effectiveness, particularly as a collaboration tool. International Headquarters responded by commissioning a report to assess future technology options. The report recommended that the Army globally should switch to Microsoft Office 365.



Office 365 is being introduced by the Army in different ways across the world. Some territories are replacing business tools in a 'big bang' approach. UK and Ireland decided to change more gradually over a three-year period. For the first phase – targeted for completion by end of 2020 – 7,000 email users will be migrated to Microsoft Outlook, desktops upgraded from Windows 7 to Windows 10, and personal documents converted to OneDrive. Army leaders in UK and Ireland were looking for more than just a technology rollout, however. They wanted to understand how the Army can be better equipped for its mission.

Feasible future

CPS was invited to explain how it could develop a Vision and Roadmap to help the Army get the most out of its technology and working practices. Between early February 2020 and the end of March, CPS ran a series of workshops with different Army departments in the UK and Ireland – including online meetings when Covid-19 restrictions made face-to-face meetings impossible.

CPS' aim was to understand how the diverse range of people within The Salvation Army currently work, and the organisation's objectives for the future. The team could then formulate a vision for change, align the technology appropriately, define a feasible roadmap for deploying and adopting the new tools, train and 'sell' the vision to everyone in the organisation.

Despite the challenges of Covid-19 lockdown, the vision was agreed, and CPS delivered the roadmap in April on time. The Army's Project Board has taken that roadmap to plan the next work packages to be scheduled to 2022. CPS is commissioned to support them with recommendations for user adoption and training.

Neutral partner

"CPS has expertise with Microsoft products, so we knew the technical recommendations would be very sound," says Liz Wingrove. "But this project was never just about the technology or what the IT department needed. It was always about achieving change in how we do things."

"We needed a neutral, holistic perspective to take a view of our own people and the communities we serve. CPS very quickly understood our culture and produced a vision and roadmap that completely met our requirements. They were thorough, flexible and responsive. They gave good insights into really tough problems – how we communicate with our non-technical volunteers and external communities, for example."

Although The Salvation Army is making its significant changes during a time of great disruption due to Covid-19, Liz Wingrove says the response to Office 365 rollout is so far very positive.



"The benefits of the new tools are particularly clear now when mobile access and easy sharing of documents is so important. We feel we've got a foundation for the future. We're looking forward to continuing our close relationship with CPS as we roll out work packages during the next three years."

Business benefits

- Robust vision and roadmap are based on good understanding of the Army's working practices, culture and objectives
- A foundation is in place for significant benefits from the new tools in terms of collaboration and day-to-day tasks
- Feedback shows that users are welcoming the simple access to the new tools from any location.

A word from the team...

"We're talking about simplifying technology to make front-line delivery better. Technology should be an enabler not a barrier."

*Liz Wingrove, Head of IT Projects, UK and Ireland
The Salvation Army*



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