

“ Fujitsu delivered a solution that provides minimal disruption, optimal availability and maximum user productivity. Its professional approach has ensured this project delivered its outcomes, even in the face of challenging deadlines.”

Rachel Brooks  
Information Risk & Data Governance Manager  
CITB

CITB reimagines content management for improved productivity and reliability.

#### At a glance

Country: United Kingdom  
Industry: Construction  
Founded: 1964  
Website: [citb.co.uk](http://citb.co.uk)

#### Challenge

CITB's outdated content management platform was costly, inefficient and reaching end of life. CITB sought to replace it with a more flexible and better organised, cloud-based environment that would enable mobile working and encourage collaboration. Related Scanning and API services also needed replacing, as they too had become costly to support.

#### Solution

Working as CITB's strategic partner, Fujitsu configured its strategic platform in Office 365 and SharePoint, before migrating 4TB of data. Fujitsu also delivered replacement cloud services for both the scanning solution (CSPro) and legacy API replacement using Azure. This enables 1,000 office and mobile colleagues to access digital services.

#### Benefit

- Flexible working for employees improves efficiency and reduces costs
- Utilises multi-factor authentication to provide extra peace of mind
- Easier collaboration and intuitive design increases knowledge sharing and productivity
- Azure scalability allows APIs to dynamically "flex" to seasonal demand
- Scanning automated metadata capture enables comprehensive classification

## Customer

CITB was established in 1964 to build and encourage a safe, professional and fully qualified workforce. Further training centres were subsequently opened in Glasgow, Birmingham and London. The support and funding CITB provides helps companies to improve skills, increase their competitiveness and respond to challenges such as the low carbon agenda.

## Products and Services

- Fujitsu Professional Services
- Microsoft Office 365
- SharePoint Online
- Microsoft Teams
- DevOps
- Azure Services (including Integration, Compute and Networking)
- KnowledgeLake Capture Server Professional
- AvePoint DocAve

## Transforming content management

CITB relied on an enterprise-wide content management platform that was becoming outdated, expensive in terms of licensing and running on legacy hardware. After encountering problems while trying to upgrade its existing platform, CITB decided to replace it with a different cloud-based solution. Similarly, legacy scanning and API services were rapidly becoming end of life and subject to similar upgrade challenges.

"Not only was the software becoming outdated, support was patchy and there was no mobile functionality, which is increasingly important for colleagues," explains Rachel Brooks, Information Risk & Data Governance Manager, CITB. "Furthermore, finding the right documents and knowing the correct place to store them was difficult. It was clear that our whole approach needed to be overhauled."

The prospect of taking 30 million documents, relating to everything from card schemes to training programmes, HR and finance and migrating them to a new environment without disrupting daily operations was daunting for the project team at CITB. This complex project clearly required CITB to explore the market for the best partner.

"We could never have managed the replacement and migration internally and most likely would have continued to focus on upgrading the old solution," adds Brooks. "Fujitsu was an existing strategic partner so we turned to it for advice and it demonstrated that it had the expertise to plan and execute this critical transition. We then began an agile partnership to deliver business value while supporting the digital transformation of our business."

### Careful planning for a seamless migration to the cloud

Fujitsu and CITB designed a detailed migration path, leveraging the Microsoft Office 365 platform to configure a new SharePoint Online capability which would, over the course of 14 months, be used to migrate a total of 4TB of data consisting of 30 million files, using AvePoints DocAve Migration Tooling. In parallel, replacement cloud scanning services and Azure-based APIs would deliver the complementary changes needed to complete CITB's digital transformation.

"The first phase entailed setting up SharePoint, drawing heavily on Fujitsu's technical expertise to make sure it met our requirements," continues Brooks. "We then spent eight months moving all the data onto the new platform, carefully mapping, testing and validating it to maintain its integrity."



CITB's scanning solution would also be migrated to CSPro at the same time: "Scanning was a huge component of the project: we asked Fujitsu to perform an options analysis weighing up the pros and cons of the competing solutions and it recommended CSPro, which gives us better content control and enables the collection of metadata," says Brooks.

Now, 1,000 office based employees rely on the new Microsoft platform to view critical corporate documents and collaborate within team areas. An additional 500 mobile workers are able to access the platform using mobile technology utilising multi-factor authentication to make it secure.

### Reliable cost-effective collaboration

CITB's previous lack of an information architecture has been replaced by a simpler approach that makes the right information available in an instant, giving employees the opportunity to become more efficient whilst enabling the business to maintain a level of control.

"Collaboration is much simpler so we can share knowledge across the business without having to hunt down badly filed documents," comments Brooks. "And the ability to securely access whatever data we need on the move has transformed the way we work, making us happier and more productive."

In addition, the new cloud-based solution is much less expensive than the old, internally hosted platform because there is no on-premise hardware to maintain while SharePoint is included in the Office 365 licence, reducing costs further. The solution has also been incredibly reliable since go-live with few incidents reported in the first weeks.

"With a project of this magnitude, we expected lots of negative user feedback and many incident tickets to be generated as we bedded in, however, the opposite happened," says Brooks. "The service desk wasn't overwhelmed in the slightest and the user feedback was universally positive. That reflects the hard work we and Fujitsu put in to make sure every aspect was considered."

With the new enterprise content management platform in place, CITB is well placed for future development, such as integrating Microsoft Dynamics and CRM. This will enable it to grow and evolve its requirements as the industry changes.

"Fujitsu delivered a solution that provides minimal disruption, optimal availability and maximum user productivity," concludes Brooks. "Its professional approach has ensured this project stayed on track, even in the face of challenging deadlines."

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Get in touch today:

Email: AskFujitsu@uk.fujitsu.com

Tel: +44 (0)1235 797711

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07-19