

IT Consultancy Services

Helping your business make the most of their IT resources and infrastructure



Capita offers a range of IT consultancy services designed to support businesses across commercial, private and public sectors to make the most of their investment in IT and achieve outstanding business outcomes.

Whether you need some advice and support in creating your IT strategy and vision or need to get more out of your existing technology; Capita's consultancy services can help you every step of the way.

Our consultancy services are delivered by our team of specialist consultants, who have in depth experience and knowledge of teaching and learning within business environments.

We listen to your needs and work with you to deliver a tailored consultancy service on strategy, skills and adoption to help you achieve your IT vision.

Benefits

- ✓ Allows for better use of ICT within key areas of operation with a range of audit packages available either suited to your business or staff needs
- ✓ Allows you to plan strategically to ensure ICT is embedded in creative ways allowing for collaboration between colleagues, across business sectors and the latest cloud and mobile technologies
- ✓ Training and support packages available based on customer requirements



How can we help?

Assess existing IT

Capita can help measure the impact of ICT, to gauge its effectiveness and value for money with an audit of the ICT Estate, a systems health-check and an evaluation of how existing ICT is used across the organisation. Our consultants identify skills gaps in the understanding of how IT can be used in the work environment as well as the use of devices, software and hardware.

Create a training plan

We work with each business to create a tailored training plan, ensuring staff are confident and knowledgeable in using IT within the workplace. Our strategic plan will help make best use of technology across a range of devices enabling communication and collaboration between colleagues, teams and business sectors.

Readiness to Adopt New Technology

The introduction of new technology demands careful strategic planning. Assessing 'readiness' is key and can help ensure successful adoption. Capita provides a wide range of services to support the adoption of new technology, including a floor-walking service at 'go live' to support staff, desktide and web based training.

Capita services

1.1 Consultancy Services To Measure Impact Of ICT And To Plan For Developing Use Of ICT - A 'Readiness Assessment Process'	
Package 1: Audit of ICT estate (Hardware, Software, Resources)	✓
Package 2: Audit of ICT use (across business functions)	✓
Package 3: Audit of staff skills (feeds into CPD requirements)	✓
1.2 Plan Strategically To Ensure ICT Is Embedded In Creative & Progressive Ways	
Package 1: Development of strategic plans informed by audit of staff skills / ICT use across business functions	✓
Package 2: Training requirements identified, evaluation criteria agreed, development of training resources / programmes	✓
Package 3: Model best use of Cloud / Mobile technology to make workflows easier across	✓
1.3 Planning For Office 365 Launch With Training & Support Activities	
Plan your end user training programme	✓
Ready your admin team to support end users, and make sure they know about the Office 365 Troubleshooting Guide	✓
Office 365 Admin training for your ICT support – (Days based on customer need)	✓
Conduct user training sessions on elective elements of Office 365 to support end-users – (Days based on customer need)	✓
Provide 'floor-walking' service at 'go-live' to support staff or identify and report issues or snags (Days based on customer need)	✓

Contact us

To find out more on our IT consultancy services and how we can help develop a strategic training plan for your organisation, contact us on mits@capita.co.uk or telephone 0844 346 0025.