



CUSTOMER CASE STUDY

VALE OF GLAMORGAN COUNCIL

ACCESSIBILITY & DIVERSITY AT THE HEART OF THE MODERN WORKPLACE

Social value, inclusion and accessibility are at the heart of everything we do. We've committed to transforming our own business and that of the UK Public Sector, by delivering remarkable offerings to our customers and driving the outcomes that its staff, students and citizens want and deserve. A great example of the work we've done is with the Vale of Glamorgan Council.

As the top performing council in Wales, Vale of Glamorgan Council had a stark choice to make – cut services in order to save money or transform their organisation. With the help of Phoenix, they decided to do the latter by embracing Microsoft 365.

Working with the Vale of Glamorgan Council we have helped to deliver on their vision and business objectives as follows:

- Enable a digitalised workforce using Teams, data and AI
- Enhance productivity using Office 365 and Surface devices
- Empower remote and office-based users with real-time data access

“We want to ensure that in order to deliver our digital strategy that ICT is seen as an enabler and not a blocker or a hurdle to development. So we see Microsoft 365 as a key tool to enable us to do that. To enable us to move our services forward, to support our staff so that they become a digitally aware staff and to enable us to continue to deliver the quality services that we currently do.”

Carys Lord - Head of Finance,
Vale of Glamorgan Council

“The Phoenix led CIE session was a really useful way of informing our senior leadership team about the practical potential of the M365 product suite. Phoenix’s engaging, ‘Day in the Life of’ approach usefully levelled the wide range of technical knowledge across the target audience and allowed us to focus on what we need from our Microsoft applications.”

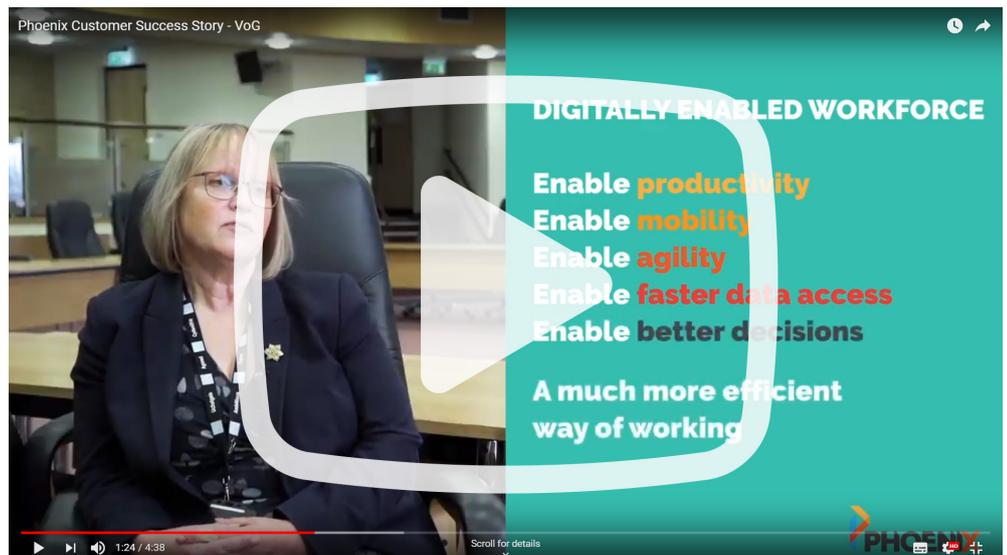
James Rees
Senior Business Improvement
Vale of Glamorgan Council

- Provide better working environment for staff with accessibility needs
- Cost savings on external translation services between Welsh and English language
- Commitment to train and support with change management as the council continue their digital strategy

“We’ve been really impressed with the way that Phoenix have helped us to show what the power of Microsoft 365 can offer to us as an organisation. The willingness to come in and work with us as individual members of staff, running different sessions so people can see the real value in terms of how this technology can actually work on the ground and having that sort of open relationship with an organisation that are here to support, to encourage and to show us what the art of the possible really is.”

Tom Bowring, Operational Manager Policy & Performance, VoG

Watch the Vale of Glamorgan story by clicking here <http://bit.ly/2VONDIG> or on the video image below.



TRUE PARTNERSHIPS. REMARKABLE OUTCOMES.

To find out how we can work together to assist your organisation modernise and enable your workforce, students and citizens, contact the Phoenix Team:

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