



Strathclyde Partnership for Transport

Case Study

Strathclyde Partnership for Transport 'free to roam' as it embraces mobile working with PTS Consulting



The Client:

Strathclyde Partnership for Transport (SPT) is a Government body responsible for planning and delivering transport solutions for all modes of transport across the Strathclyde region. With 690 members of staff, the organisation has responsibility for addressing the transport needs of a population of 2.2 million in conjunction with its member Councils and industry partners. In this way, the organisation sits at the centre of shaping Strathclyde's transport system to meet the economic, social, recreational and environmental needs of the area. With the responsibility of delivering a high level of service to the public, it is important that the organisation's executives are able to stay in touch with the organisation, access important data and communicate with each other as efficiently as possible, regardless of location.



The Challenge:

When SPT first approached PTS Consulting, it utilised an array of mobile telephony and data services to provide business tools to its executives, and was anticipating an increase in the use of mobile devices and services. However, before SPT moved ahead with procurement of further mobility services, it wanted to fully define its corporate mobile and remote working requirements, and develop a concise strategy in line with these requirements that would help provide a roadmap for future activities.

Geoff Salt, Director of Technology Solutions for SPT explained: *"Strathclyde Partnership for Transport had a requirement for our executives to be able to access information remotely. We were looking for a partner that could supplement our in-house expertise to provide objective guidance on mobility technology and help us to develop a mobility strategy to procure and implement the right technology for our needs. With a high level of awareness of the mobility technology available in the market and a history of IT consultancy in the public sector, we were confident that PTS Consulting could help."*

The Solution:

Mobility Strategy: In September 2006, PTS Consulting was appointed to assist in identifying and defining SPT's mobile and remote working requirements. This would result in the development of a detailed strategy along with recommendations that would assist the organisation to embrace mobile working and improve the efficiency of employees. To do this, PTS Consulting conducted a thorough evaluation of the technology already in use within the organisation, gathered user requirements from across the business, and undertook technology and product research in order to develop the detailed strategy. Geoff elaborated: *"We needed strategic guidance and expert assistance with the design, specification and delivery of a robust mobile office service. We wanted to run an initial pilot for 20 executives, with a view to*



rolling out the technology across the organisation. PTS Consulting was able to give us objective, practical and technical best practice recommendations on how SPT could move forward and embrace mobile working.”

Procurement: Following acceptance of the strategic recommendations, PTS Consulting was on hand to support SPT through the specification and procurement of intelligent ‘smartphone’ mobile devices and their supporting technology and services. This would deliver the necessary communications functionality required by the business.



Implementation and Transition: Following on from the procurement, PTS Consulting project-managed the configuration and roll-out of the new technology, providing expertise, training and guidance to help the SPT team derive maximum benefit from the increased functionality and flexibility that the new mobile devices could offer. PTS Consulting was able to further enhance SPT’s existing technology through the use of laptops with either 3G or Broadband connectivity. This provided executives with secure access to email, diary and contact information. Key to the success of the project was PTS Consulting’s attention to detail of how the service would be supported by SPT’s internal IT department on a day-to-day basis. PTS Consulting designed new processes and procedures to support the service and provide users with a consistent quality of service. Geoff enthused: *“Working with PTS Consulting was great. The PTS Consultants had a great deal of technical knowledge and were able to build up a great rapport with our staff members. Above all, PTS Consulting was able to define easy to follow procedures and explain things in a way that we could understand – which undoubtedly helped the project along.”*

The Benefits:

As a result of PTS Consulting’s advice, guidance and assistance, executives at SPT now have ‘always-on’ connectivity to important email, diary and contact data regardless of location. This improves effectiveness of the employees and



delivers greater value to the organisation. Geoff commented: *“The new mobile technology and procedures were well received by our users. SPT conducted a user satisfaction survey at the end of the rollout and I am very pleased to say that the feedback was good. Our new mobile capabilities enable SPT’s senior staff to keep in touch with the organisation, no matter where they are. This way of working saves time, provides greater flexibility and improves SPT’s efficiency.”*

Key features of the project delivered to SPT include:

- Detailed definition of corporate mobile and remote working requirements
- Delivery of comprehensive mobility strategy and best practice recommendations
- Support surrounding new mobile technology specification, procurement and implementation
- Controlled mobile device pilot scheme for executives proved success before planning organisation-wide rollout
- Smartphone mobile devices provide secure ‘always-on’ access to vital corporate information
- Strategic roadmap to guide SPT’s mobility development over the next 2-4 years



The Verdict:

The project was deemed a resounding success by the SPT IT department. SPT Executives have embraced the technology and are gaining genuine business benefit from it.

Geoff Salt, Director of Technology Solutions at SPT said: *“Thanks to PTS Consulting, we have got the most out of the mobile technology that we have already implemented. We also have a strategic roadmap to guide our activity over the next 2-4 years to enable SPT to take mobile working even further in the future.”*

About PTS Consulting

PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in over 70 different countries, 250 cities and employs more than 330 staff in the Americas, EMEA and Asia-Pacific. www.ptsconsulting.com