

Fusion

Using Office 365 to support collaboration on HS2 at engineering joint venture Fusion

In 2016 the Fusion joint venture was awarded one of three enabling contracts for HS2. To enable secure, collaborative working Fordway implemented a dedicated Office 365 environment, which provides the central communications platform for the multi-site Fusion HS2 team. Using the cloud provides scalable and flexible solutions while ensuring users always have access to the latest versions of documents and can work from any location. Fordway also provides user support through its 24x7 Service Desk.

At a Glance

Company: Fusion - a joint venture between three leading construction companies – BAM Nuttall, Morgan Sindall and Ferrovial

Solution(s): Subscription-based service providing access to Office applications, Skype for Business, Exchange Online and OneDrive for Business

Product: Office 365 in Microsoft Cloud

Successes:

- Project up and running ahead of very tight deadline
- Anyone, Anytime, Anywhere access for all authorised staff
- Accurate cost planning, and savings, through adaptable subscription based services
- Secure cloud storage for all legacy, archived and future documents
- Structured, secure stewardship of millions of documents throughout the entire project
- Remote, multi-site, multi-company access to Microsoft productivity tools, 24x7, 365 days per year
- Full 24x7 Triage and Resolution Support Desk service

fusion
Connecting people

Fusion is a joint venture (JV) between three leading construction companies – BAM Nuttall, Morgan Sindall and Ferrovial – which was established to design, construct and operate innovative engineering solutions for large, complex infrastructure programmes in the UK and worldwide.

In November 2016 Fusion was awarded one of the three enabling works contracts for High Speed Two (HS2). The JV team are carrying out essential preparatory groundworks in the Central area, covering some 100km of the Phase 1 route, before the main construction programme. The scope of activities ranges from ecology, environmental work and archaeology to demolition, utility diversions and highway realignments. The archaeological programme is expected to be the largest ever undertaken in the UK.

The business need: a shared secure platform for all partner companies

When the joint venture was established, email for everyone involved in the HS2 project was hosted by one of the partners, Morgan Sindall. This quickly proved problematic as all three organisations needed to access the system. There was no joint infrastructure, making collaboration difficult, and information security was also an important requirement.

“We realised working together would be much easier if we established a secure communication for the project which could be used by everyone working directly on the HS2 contract.”

Damon Fox, Digital Integration Manager, Fusion

“We decided on Microsoft Office 365 because it supports so many aspects of collaborative working – not just email but document sharing in the cloud, web conferencing through Skype for Business and the Office applications which the team were already using,” explained Damon Fox, Digital Integration Manager at Fusion.

The solution: a scalable cloud platform with per-user costs

Damon and his team decided the best solution was a dedicated Office 365 domain for the project in the Microsoft cloud. This is a subscription-based service that provides access to Office applications, Skype for Business web conferencing and Exchange Online hosted email, plus online storage through OneDrive for Business. Users always have access to the latest version of the applications and receive updates as soon as they are released.

“There were a number of benefits of choosing cloud,” explained Damon. “As well as providing the level of security needed, we could quickly and easily scale the platform as our needs changed and the team expanded. The subscription is on a per-user, per-month basis, making it easy for us to forecast costs as the project develops.

“The ethos of HS2 is all about being innovative by taking advantage of new technologies, and the cloud is just one example of how we are doing this.”

Having decided on their solution, Fusion went to the market to find an experienced partner to carry out the implementation. After obtaining several bids they chose Fordway to set up the Office 365 environment and provide ongoing user support via Fordway’s in-house Service Desk. This support has been well proven in an engineering environment, for example supporting Team BKF during 24-hour tunnelling on Crossrail.

“Fordway’s experience and the support they offered was a key factor in our decision to award them the contract,” Damon explained. “Microsoft doesn’t provide support to individuals using Office 365, and with our project team spread across a number of sites and working in the field we felt it was important that support would always be available by phone and online. Fordway has an experienced Service Desk team who can quickly resolve any queries that would otherwise prevent our users from getting on with their job.”

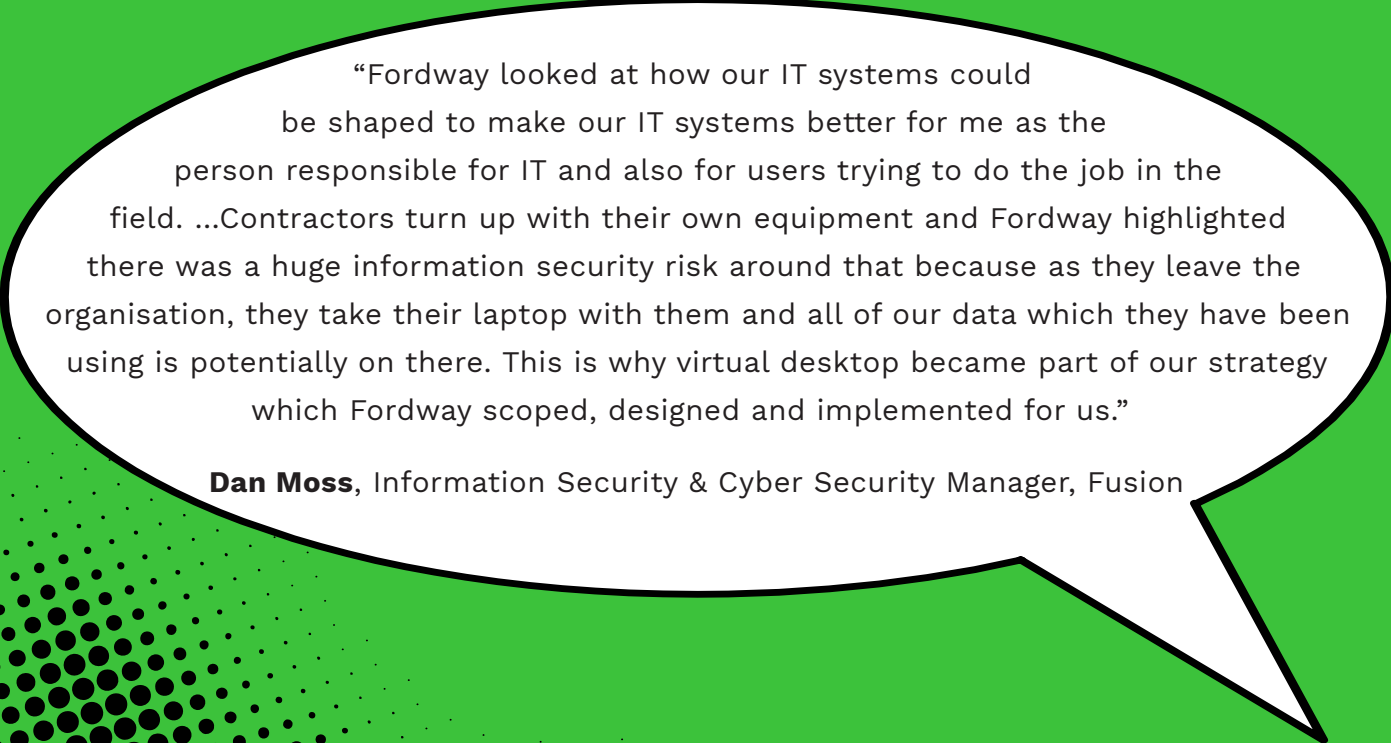
Fordway began by setting up Office 365 services for an initial group of 130 people who would be working on the project. This included creating the initial tenant in the Microsoft cloud, configuring it with the dedicated Fusion domain, importing all the users and then importing any existing mail for everyone into Office 365. This now provides the central communications platform for the Fusion HS2 team. Since setting up the initial system Fordway has added a further 30 users.

Ongoing support is provided by Fordway’s Service Desk, which users can call for any query, from a password problem to a more technical issue. This ensures anyone working in Fusion’s HS2 team can obtain IT support whenever they need it. Fordway also handles the day to day administration of adding and removing users.

The benefits: easy collaboration from any location and ongoing user support

The project had to be delivered in a very tight timescale, which Fordway successfully met. The Office 365 solution means that everyone can access documents, contacts and their calendar on any device from any location – particularly important as most of the users are likely to be working from a range of locations and devices. There is no need to email documents, as these are stored securely in the cloud and users can always access the latest versions. The contract with Microsoft ensures that data is always stored within the European Union for Fusion to comply with the GDPR.

“Fordway did an excellent job in setting up Office 365 so quickly and their guys on the Service Desk continue to provide good support to our team,” concludes Damon.



“Fordway looked at how our IT systems could be shaped to make our IT systems better for me as the person responsible for IT and also for users trying to do the job in the field. ...Contractors turn up with their own equipment and Fordway highlighted there was a huge information security risk around that because as they leave the organisation, they take their laptop with them and all of our data which they have been using is potentially on there. This is why virtual desktop became part of our strategy which Fordway scoped, designed and implemented for us.”

Dan Moss, Information Security & Cyber Security Manager, Fusion

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