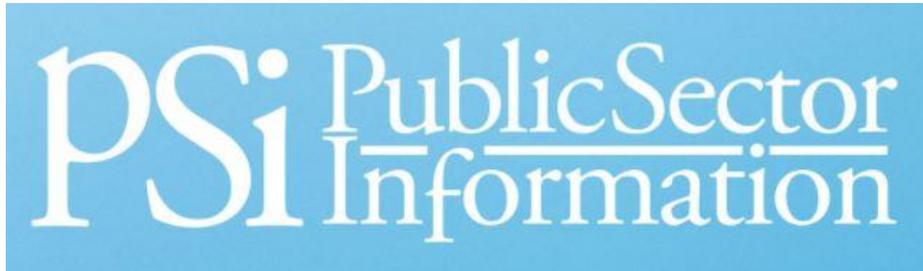


Publishing information for decision makers



PSi is a media company producing publications for decision makers in the public sector. With a portfolio of magazines, websites and events, they publish information that is valued by those in the Government, Education, Counter Terrorism, Healthcare and Environmental sectors, and which therefore attracts advertisers keen to get in front of these influential readers.

The case for digital transformation

PSi operated a traditional office model, from their headquarters in Loughton, Essex. Staff were based at the offices, as were all their IT systems. PSi understood the value of digital transformation however, and were working with their trusted IT service provider, FOS, on starting that journey. They knew that it would give them flexibility to explore new ways of working, agility to move with the market and potentially cost savings from a 'pay for what you use' IT consumption model.

Full speed ahead

However, the imperative for digital transformation took a leap when the COVID-19 pandemic enforced a shift to a remote working model in March 2020. PSi had to furlough some of their staff and rapidly switch others to working from home. Their IT systems simply didn't have the flexibility to accommodate these changes, and suddenly their digital transformation plans accelerated.

"If FOS hadn't already talked to us of the benefits of digital transformation, and if we hadn't already had those initial discussions and plans, I'm not sure how we'd have coped", says Victoria Casey, Administration Manager at PSi. "They had put together a detailed proposal - so when lockdown started, it was a case of bringing forward our plans and implementing them sooner than originally planned. It would all have taken a lot longer without that original plan."

Implementing the plan

FOS not only had the knowledge to build the detailed plan, but the practical skills to implement it, and worked with PSi's 3rd party supplier to facilitate the transformation. The first hurdle to overcome was PSi's Filemaker platform, which was run on an in-house server. Filemaker is essential to PSi, who use it to develop core line of business applications, with the system was managed for them by Filemaker partner MaJic. FOS worked with MaJic to move Filemaker from an on-premise server to a hosted environment.

The next step was to move the PSi file server to the cloud, using Microsoft 365. FOS managed the whole process for PSi - from the planning, preparation, deployment and follow-up. They worked closely with Victoria's team to identify the folder structure and ensure that the files were moved across in a manageable manner.

Flexibility and collaboration

The result for PSI of their move to the cloud is that their staff can work from anywhere - everyone can access the files they need, even when working from home. Team members can collaborate and share information, making processes and workflows much more efficient.

Victoria says that FOS's knowledge and support made all the difference. "Without FOS being so proactive in planning for our digital transformation, the transition to remote working, would have taken a lot longer", she states.

IT leadership and strategy

"FOS has been working with us for a long time", she continues. "They understand the culture and nature of our business and were therefore ahead of the game when it came to suggesting changes to help us work more efficiently. Not that they knew we'd have to implement so rapidly, of course, but their proactive approach was invaluable. They don't just provide IT support, they suggest changes to help develop our systems to suit the business processes. They provide IT leadership and strategy."