Network ROI
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Scottish Book Trust
Moving Towards Digital Service Delivery

"Outsourcing IT enables the Scottish Book Trust to save on the costs of hiring an in-house IT team and we tap into Network ROI's wealth of expertise."

Alison Bunn
Director of Finance and Operations
Scottish Book Trust

Background

Scottish Book Trust is a national charity whose mission is to ensure everyone has access to books and the many benefits that brings. The charity supports communities all over Scotland to inspire a love of reading and writing, with particular focus on underrepresented groups and those most in need of support.

During the pandemic, the charity quickly put new measures in place, including an increased focus on digital. Through an Urgent Children's Book Appeal, the organisation provided 100,000 books to families in need that were distributed via food banks, community groups and local authorities. In addition to physical books, a new online Home Activities Hub provided fun activities, book recommendations, and author events for children and teens to enjoy at home during the school closures that had over 30,000 views. Online Bookbug sessions were also introduced to replace library sessions at a time when families with young children were isolated. This resulted in over 2,000 sessions, totalling to over half a million online views, whilst Book Week Scotland was delivered digitally drawing an audience of 290,000.

The charity also plays a key role in nurturing Scotland's writing talent through the annual Scottish Book Trust New Writers Awards, with many awardees going on to publish a debut novel and win further awards. Network ROI provides a variety of IT Managed Services to the Scottish Book Trust.

Challenges

The extraordinary circumstances of the Covid-19 pandemic led to Scottish Book Trust moving from a 9-5 office environment to working from home at very short notice. Many staff continue to work predominantly from home, and they need the tools that empower them to collaborate with each other and their partner organisations.

The charity has some ageing IT infrastructure that is coming to the end of its operational life and needs to be replaced by faster more scalable technology solutions. Scottish Book Trust has four programme teams that run their own events during the year. Many of these programmes have moved from 'in person' events to providing programmes digitally, so they can be accessed online from any location.

Running a charity means that budgets are sometimes limited. It is often challenging to get funding to cover the costs of running the office and projects often need to be staged over time. Hiring in-house IT specialists can be expensive both in terms of salaries and management time, so outsourcing their IT is a more cost-effective option for the charity. It also means they benefit from having more than one person looking after their IT systems, and they can tap into Network ROI's specialist knowledge on an 'as required' basis.

As part of their operation, the charity creates a large volume of digital content. Therefore, by moving to Microsoft 365, the Trust aims to manage its data better whilst also improving their processes.

Solutions

Network ROI helped the Scottish Book Trust to procure new IT equipment and services through the Scottish Governments Digital Boost programme. This enabled them to improve their networks resilience through replacing a server and allows them to move over to the Cloud with Microsoft 365. They were able to update their IT equipment which included moving employees over from desktops to laptops.

The charity sector is relentlessly targeted by cyber criminals and, with more staff working remotely, cyber risks have increased. Network ROI are also helping The Scottish Book Trust to enhance their cyber security resilience through obtaining the government backed Cyber Essentials accreditation.

Overall Outcomes

- Moving to Microsoft 365 allows the organisation to improve communication and collaboration between departments. Microsoft Teams will empower hybrid working practices and this becomes their default way of working

- A new server will enable the Scottish Book Trust to cope with workload peaks more effectively and it builds in more resilience for future growth in staff numbers

- The Scottish Book Trust really values Network ROI's guidance on the best practices in the migration and set up of Microsoft 365

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