



WHAT'S BEEN GOING ON AT DELT

LEARN SOMETHING NEW WITH
MICROSOFT TEAMS

Welcome to our second newsletter, sharing all things Delt.

There is one thing that is certain, at Delt, and that is that the wheels never stop turning. The past 6 months have brought about new challenges, projects, and customers. We welcome Devon Partnership Trust into the Delt family as we take on their end-to-end IT Service and establish a brand-new partnership.

We have seen ongoing improvements across our SLA's and I, for one, am proud of our teams who continue pushing themselves to ensure we provide the top-level service that our customers deserve. It has been an incredibly tough time for every business and yet we continue to innovate and drive faster, better, cheaper initiatives.

I hope that you will take a bit of time out of your day to find out about our latest successes or check out the featured help articles. And, as always, do pass on any feedback that you may have.

Giles Letheren, CEO

In case you missed our latest blog posts...

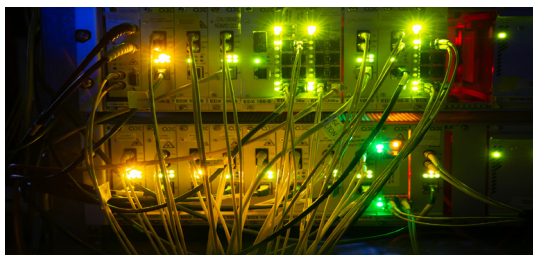


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Here's a quick look at what's been keeping the teams busy, here at Delt;

Healthcare

- Further developed the GP in the Cloud platform to enable remote primary care, with almost 1000 four-hour sessions being delivered.
- Project Management Office continue engagement with Plymouth's West End Health and Wellbeing Centre.
- Managed migration of GP surgeries to the NHS Health & Social Care Network.
- I&O have signed a new client; SW AHSN and transformed them to a modern solution within agreed timescales enabling the realisation of business value such as improved productivity of staff.
- New IT (Information Technology) projects won with Devon Partnership Trust.



Local Government

- Implementing new social care system for PCC
- Enabling new PCC care company
- Assisting the transition of outsourced leisure facilities to a new Local Authority Trading Company
- Project Management for the Network Infrastructure to enable Sail GP for WiFi.
- Achieved 99% customer satisfaction across our main customer base on a consistent basis.
- New IT projects won with Somerset District Council.
- Completing an HR process and policy review with Torquay Grammar School

Blue Light

- Completed a 12-month engagement with Devon & Somerset Fire and Rescue, supporting their HR Transformation Project

Education

- Cyber Protection Office has supported Transforming Futures Trust in achieving Cyber Essentials.
- Successfully implemented strategic mobile phone solution for Transforming Futures Trust reducing IT spend by 70% for re-investment into teaching and hands-on learning.
- TFT's Ensign House refurbishment is now complete and passed back to the property owner. Delt's Estates team has generated large savings for the customer.
- Construction work completed at Courtlands and Bretonside Schools; also under the TFT contract.

Misc

- Achieved 100% service availability for PCC, CCG and Transforming Futures
- Zero ICO fines
- Achieved Microsoft Gold Partner status
- New XMA Partnership agreement in place for infrastructure services
- Plymouth Mesh Network contract



HELP ZONE

Find out how to self-serve and trouble shoot some of the more common IT related issues via our Service Now knowledge articles and how to guides.

1. [An Introduction to Microsoft Teams \(great for new starters\)](#)
2. [Self Service Portal Approvals](#)
3. [Installing software using Software Centre](#)

These articles are available through ServiceNow and a login may be required. They may also not apply to you or your device(s).

FREE MICROSOFT SUPPORT

Get to grips with the best of MS Teams and the features that allow you to work in collaboration within a hybrid working environment.

Facilitate meetings like a pro - Learn how to use Microsoft Teams to schedule and manage meetings, facilitate and participate in meetings, and produce live events that connect people and drive collaboration.

Effectively collaborate on files - Microsoft 365 brings together the best tools for you and your team to work together faster and easier, from anywhere in the world.

Did you know you can create e-sign approvals in MS Teams? - Approvals in Microsoft Teams is a way to streamline all of your requests and processes with your team or partners.



FEEDBACK

Have an idea for our next customer newsletter or want to pass on your feedback? Just let us know by emailing sam.furniss@deltaservices.co.uk.

