



# Sparrow & Johnson Ltd. look to the future with Microsoft 365 and Surface

Paula works as a back office worker for Sparrow & Johnson Ltd. Her job requires a large range of different administrative tasks, complex data processing, website maintenance and more. She uses a diverse variety of different tools and applications to complete her daily tasks.

Paula previously relied on legacy software, including Windows 7, a range of disconnected applications and tools, and outdated paper management systems.

Sparrow & Johnson were determined to speed up their processes, with clients demanding increasingly more value. Paula now found that the tools she relied on for years were preventing her from delivering on these improvements.

Recently, however, Sparrow & Johnson Ltd. updated their operating system to Microsoft 365, with individual Surface Book 2

devices for their back office workers. The platform and the devices that operated them integrated software and hardware under a common infrastructure. This simplified their internal processes and accelerated their daily tasks, allowing them to deliver more value and better services.

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## The challenge

Outdated, disconnected infrastructure made it difficult for Paula and her colleagues to efficiently carry out their work. As a back office worker, she naturally spends plenty of time completing heavy administrative jobs that rely on software.

Her old infrastructure caused her to waste time switching between disconnected applications, finding imperfect workarounds to connect different systems together.

Paula also relied on paper-based task management, which was

time consuming, insecure and inefficient. She wanted a system that encouraged her to part with these outdated tactics whilst still maintaining the creative canvas and natural flow of ideas that paper offered.

As well as this, Paula's laptop and Windows 7 operating system didn't have the memory to cope with the heavy administration work she conducted on a daily basis, making it almost impossible for her to work remotely.

It struggles under the strain of heavy database processing, website maintenance, large graphics-based files and a host of other apps open both on the device and on the browser.

When updating the internal systems, Paula said she wanted her company to help her eliminate these daily working problems.

“I need an integrated system that has the power and memory to accommodate my demanding tasks. I need to eliminate inefficient paper management and wasted time spent harmonising disconnected systems.

## Why Surface & Microsoft 365?

As Windows 7 end of support approached, Sparrow & Johnson Ltd. knew they had to update their operating system. If they were going through the time and inconvenience to make it happen – they needed to make sure they only had to do it once.

Therefore, a complete overhaul was needed: operating system, software, hardware.

They recognised how important it was to tightly integrate the eventual package they employed, and Microsoft 365 with Surface Book 2 devices for the back office workers was clearly the best candidate for the job.

As well as the best business hardware and software on the market, the cloud-based platform meant they'd be constantly updated on new changes – and wouldn't have to undertake such large, fundamental digital transformation again.

Paula's Surface Book 2 does everything she needs. Microsoft 365 is the complete package – it allows her to move seamlessly between apps, heavy databases, collaboration software, SharePoint and website maintenance tools without delay.

The 16GB of RAM on her device, and an Intel Core i7 processor will

be able to support whatever tasks she is required to complete. The surface device allows her to work at her maximum productivity – wherever she is. The 17 hour battery life and constant 4G internet access make remote working as easy as being at her desk.

But it's the Surface itself that was perhaps the most use to Paula, together with the Surface Pen. They recreate the seamless creative process that always attracted Paula to paper notes and management, whilst eliminating the inefficiency and insecurity.

Even the most insignificant notes are stored in a common location, backed up, and available for her and her colleagues to access when and wherever they choose.

“The Surface Book 2 lets me work how, when and where I want to – at my maximum productivity. I never worry about finding files or transferring information from one system to another.

It gives me the freedom and flexibility to input information in my own way, and does the hard work of ensuring it’s properly backed up for me. No other package makes it this easy for me to get on with my job.

## The results

By implementing Microsoft 365, Sparrow & Johnson Ltd. have learned the value that digital transformation can add to their business.

By integrating all parts of their digital infrastructure under a common platform, they’ve ensured that workers never waste time trying to make incompatible systems work together, or harmonising information that’s stored in different

places. At the same time, the back-office workers have been able to complete their daily administrative and collaborative tasks much more efficiently.

They have the freedom to move in and outside of the office without compromising on productivity, on a device that adapts seamlessly to their creative workflow. Everyone works on a common infrastructure,

and businesses processes have been greatly improved as a result.

Most importantly, the update has ensured that the company will remain on the cutting edge of digital transformation with each successive update that is released.

