



Office 365 Consultancy for Parish Councils



Located near Winchester, QiC Systems offers IT support services for businesses across the south coast, including specialist consultancy services for parish councils and government organisations.

With more than 20 years of experience supporting Microsoft based networks, their award-winning engineers are ideally situated to provide managed IT support services that will adapt to your businesses evolving needs.

As a reliable and proactive IT partner, QiC's mission is to help businesses and organisations get the most out of their IT systems, without hidden costs or overselling any unnecessary hardware or software.

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The Challenge

In 2019, QiC Systems provided Office 365 consultancy for Fair Oak Parish Council to help improve collaboration and communication between councillors, staff, and third parties.

For parish councils, clear communication and streamlined productivity is essential to meet the needs of the local community. For an organisation that is continuously collaborating on documents and communicating via email, parish councillors and staff are often required to function without access to the most current computer software or systems.

When Fair Oak Parish Council first reached out to QiC, the team were working with obsolete email and computer software which was unable to fulfil simple tasks, such as automate an 'out of office' alert. Data backup was also an issue, with the clerk having to manually backup systems on a portable device which was then taken home with them at the end of each day.

To bring value to the entire council, including those who aren't as familiar with newer software and systems, it was important that QiC provided pragmatic, step by step training alongside the installation of practical cloud-based software.

The Solution

QiC's initial consultation ascertained that updating the existing computer software would be essential to streamlining productivity and communication for the team at Fair Oak Parish Council. By installing Office 365 and creating business accounts for each councillor and member of staff, the team had access to an intuitive email system, secure data backup through the cloud, and collaborative apps including Teams and SharePoint to allow effortless document sharing and improve communication.

Installing new computer software was only the first step in QiC's strategy to bring practical IT solutions to the council. In-person training was essential to ensure that the team got the most out of the Office 365 programs, comprising an introduction to Teams, SharePoint, and a variety of other features.

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Explaining these new systems in layman's terms and without any complicated jargon helped to make the entire team feel comfortable using the new IT infrastructure. It was important for Office 365 to be a long-term solution which could be scalable and practical, thereby ensuring that everyone understood the benefits of making these changes.

Alongside providing ongoing Office 365 support for the team both in person and remotely, QIC were also on hand to offer advice and solutions for common third-party IT and internet issues.

The Outcome

Parish councils are often hampered by outdated software and systems which can slow down communication and productivity. With the help of QIC's Office 365 consultancy service, Fair Oak Parish Council staff and members can now work fully remotely when needed, exchanging communications via Teams. This was especially beneficial during the pandemic, when all councillors and staff members were able to work from home with no downtime as a result of the new IT systems.

As a team with differing work patterns including ground staff, caretakers, volunteer councillors and office staff, cloud-based file sharing through Office 365 has transformed the way that Fair Oak Parish Council is able to work. Sharing and accessing files anywhere across multiple devices on the cloud network meant that the team were able to view documents and email attachments on their smartphones or tablets; a huge benefit for a workforce whose members are not always in the office.

Alongside Office 365 set-up for all staff and council members, QIC also worked alongside Fair Oak Parish Council to transform their outdated default accounting system. Accessing documents and invoices was time consuming and made the accounting process slow and impractical. By hosting the accounting system on the cloud, QIC helped to streamline tasks and provide bulletproof data backup for these important files.

"QIC helped the council revolutionise its way of working with their IT expertise and Office 365 training. As a result of the services provided by QIC we are able to work more flexibly, which was especially important during the pandemic. It is a comfort to know that if we need to work remotely, our staff will be just as productive thanks to the practical Office 365 features we have been trained to use.

I have always found QIC staff members to be very accommodating, polite, and friendly. They always have solutions to issues, usually relating to third party IT or internet problems. I wouldn't hesitate to recommend their services to other parish councils and organisations."

Melanie Stephens – Clerk

Contact QIC Today

Revolutionise your productivity and communication with specialist Office 365 consultancy from QIC Systems.

Contact us today for a quote by emailing sales@qicsystems.com or call **01962 711000**.



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