

A DIGITAL TRANSFORMATION JOURNEY WITH INTERGROUP

Intergroup have adopted an approach to modernise their business through well-placed technology solutions that support their staff.

As a long-term technology partner, Ricoh has gained an in-depth view of Intergroup's business operations and its challenges. Working with stakeholders from across the country we were able to highlight key areas of improvement and create a technology road map to increase efficiency in achieving their businesses goals.

Intergroup, with our assistance, have now implemented 15 new workstreams that helped revolutionise their processes and foster business growth, with many more still to come.

Project Highlights

From manual to digital

By seamlessly transitioning to a cloud-based infrastructure, Intergroup has experienced a monumental shift, liberating their operations from the constraints of paper-based processes.

Unlocking the power of real-time data

Armed with accurate and up-to-date insights, Intergroup can confidently navigate their business landscape and make informed decisions that move them towards sustainable success.

Elevating customer experience

Through streamlined processes and optimised workflows, we have empowered Intergroup to deliver unparalleled results, elevating the experience for both their valued employees and customers.

"Digital transformation for Intergroup is taking us from paper to a fully digital environment."

James Willis
IT Head, Intergroup

ABOUT INTERGROUP

Intergroup has been providing specialist industrial services for clients, nationally and internationally, for over 40 years. As a one-stop shop for all industrial needs, they are continually developing technical capabilities to safely provide the best results for customers' demands.

Intergroup consists of over 500 staff and a fleet of over 400 specialised plant operators nationwide. They deliver a range of services to a diverse client base including Government and Local Authorities, Industrial Sites, Offshore Oil and Gas, Contracting and Construction Companies and Fast-food giants.

With state-of-the-art technology and a dedicated team, Intergroup is committed to meeting customer needs, reducing downtime, and enabling higher productivity for businesses.

"This is a partnership that really works for us as a business and it's a successful one. Before we started on this journey, we were not working in real-time, we were quite reactive, in many cases flying blind. As a CEO, that's really challenging because what I am looking to do as the leader of the business is, I am looking to the future."

David Mc Gregor
CEO, Intergroup

CHALLENGES FACED

Intergroup's legacy systems resulted in paper-based processes that lacked standardisation and streamlining. With a heavy reliance on manual documentation, the company faced potential vulnerabilities that limited efficiency.

A lack of visibility and access to real-time data proved to be a roadblock in making strategic decisions. This data deficit led to inefficiencies that impacted both employee productivity and customer experience, preventing the company from reaching its full potential.

With only one person serving as their IT Head, Intergroup found themselves stretched thin in terms of resources and time. Intergroup recognised the pressing need for change and embarked on a transformational journey with Ricoh to address these challenges and unlock new opportunities for growth.



INTERGROUP

HOW DID WE HELP?

Recognising the need for a comprehensive Digital Transformation roadmap, Intergroup partnered with Ricoh in early 2020 to embark on the game-changing 'Modern Workplace' project.

Ricoh's dedicated team engaged in in-depth discussions with stakeholders from various parts of Intergroup's nationwide operations. These collaborative sessions served as a catalyst for identifying critical business challenges and inefficiencies.

Drawing upon our expertise and insights, Ricoh meticulously designed a comprehensive 3-year plan, tailored to Intergroup's specific objectives. This roadmap encompassed a series of strategic implementations, positioning Intergroup as a digitally empowered organisation.

With a clear roadmap in place, Ricoh seamlessly executed over 15 different workstreams, harnessing the power of cutting-edge solutions such as Microsoft Dynamics 365, Dynamics CE, and Dynamics FSCM. These robust implementations revolutionized Intergroup's operations, driving efficiency, and empowering them to stay ahead of the curve.

"Ricoh knows our business, Ricoh knows our people, Ricoh is with us on a daily basis and that makes them very unique in the way they have been with us. And we look forward to being in business with Ricoh for as long as Intergroup will continue."

Sheenal Singh
CFO, Intergroup

PRODUCT DESCRIPTION

Elevate Your Business with a Modern Workplace Powered by Microsoft Dynamics 365

Benefit from heightened productivity, streamlined workflows, data-driven insights, and enhanced customer experiences that will propel your business to new heights of success.

Embark on this transformative journey with us and discover the power of a modern workplace driven by Microsoft Dynamics 365. Together, we will optimise your business, unleash its true potential, and shape a future of unparalleled efficiency and growth.

- Digital payroll deployment
- Landscape discovery
- Digital roadmap
- RFI and RFP for technology selection
- Project Management tool deployment
- M365 productivity and security
- Server OS upgrades
- Server backup replication
- Azure for DR
- Intranet
- Printer deployment
- HRIS System
- Process mapping and engineering
- Microsoft Dynamics 365 ERP rollout E2E



Products featured in this case study:

[Microsoft Dynamics 365](#)

[Microsoft Modern Workplace](#)

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