

Enhanced Telephony Deployment for the Public Sector

A broad range of customised telephony solutions can be integrated into any existing Public Sector telecoms infrastructure to support increased productivity and to lower overhead costs.

Putting Citizens Needs First	24 x 7 access to services through flexible and easily customised inbound call handling using voicemail, voice forms, call routing and integration to back office systems.
Lowering the Cost of Back-office Operations	Saving money on office space by enabling home and flexible working.
Reducing Overheads	No IT costs for user adds, moves and changes as it is all managed by the user.
Increasing Staff Productivity	No waiting for changes to the system as the user is in control. Access to business applications irrespective of location.
Professional Mobile Communication	Enhancing mobile services with business applications such as conferencing and call recording.
Reducing Mobile Costs	Consolidation of DECT*, PRR** and mobile solution into a single GSM-based solution with lower cost of operation and less support and maintenance issues.
Support Flexible Working	Delivers the same capabilities to the flexible worker wherever they are located and whichever phone they are using.

* DECT: Digital Enhanced Cordless Telecommunications ** PRR: Personal Role Radio

Intelligent Communications Enhance Public Sector Services

Today's social and economic conditions not only pose challenges, but also offer opportunities. To meet the challenges and take the opportunities, government must take active initiatives to adopt new communications tools, techniques and philosophies.

A key part of this is having an understanding of where and when communications applications can **enhance** and **assist** with the public sector issues and how they can be justified by **reduced costs** of operation.



Public Sector telecoms solutions to support increased productivity and to lower overhead costs.

Communications Applications can assist Public Sector Services to deliver in these key areas:

Putting Citizen Needs First

There is a demand from the public for improved service delivery so public sector organisations are looking for ways to make service delivery more accessible, convenient and efficient - delivering 'more for less' and providing 'best value' for the tax payer. With citizens expecting 24/7 access to services, effective team working becomes increasingly important. We can create virtual contact centres allowing teams to be geographically dispersed without requiring any specialist equipment for each staff member, even where calls are to be recorded. We can then front-end a contact centre with an interactive voice response system so that routine calls and calls requesting standard information can be handled automatically without requiring human intervention. Our solution reduces costs of operation and deployment by enabling authorities to build their own highly customised call handling solutions, without specialist technical knowledge. State-of-the-art text to speech technology within the solution provides a consistent professional voice without requiring a voice artist and recording equipment. Voice solutions can be fully integrated into the authority's back-office systems, for example, to allow 'current status' type enquiries to be supported.

Lowering the Cost of Back-Office Operations

In November 2008 the Chancellor, Alistair Darling, increased the government's efficiency target by £5bn to £35bn for the 2007 Comprehensive Spending Review which runs from 2008 to 2011. Back office operations efficiency has been highlighted by the Chancellor as one of the measures he expects the public sector to take in order to achieve the revised efficiency target.

One of the highest overheads within public sector organisations is office space. A large authority may own or lease several hundred premises. Careful planning and a more effective use of space can enable the total estate to be reduced, providing significant capital cost savings as well as a reduction in annual operating costs.

Reducing Overheads while Increasing Staff Productivity

Flexible one number solutions can assist in cutting overheads by reducing the need for fixed office space by adopting hot desk and home worker solutions. We can enable staff to 'pull' calls to their work location – normal office, temporary office number, home or mobile, and provide geographically dispersed staff with all the features available to office-based staff along with a single number solution that allows the same number to be used irrespective of the location of the employee. There is no need for callers to be aware of the location of staff, so home working becomes transparent to the public. One number based call handling solutions offer distinct advantages over traditional 'call divert' alternatives where a desk phone becomes unusable by anyone else for receiving calls.

Supporting Flexible Working Arrangements

Following recent legislation, managers need solutions to meet and manage the challenges posed by the growing demand from staff for more flexible work arrangements. These can include working non-standard hours, part-time working or working from home. Our solutions enable staff to always be contacted on the same number, regardless of their current work location. In addition, we provide home workers with all the features normally associated with the office PBX, such as corporate voicemail, membership of call answering teams and advanced features such as call recording. In addition, we can provide management reports on call handling to measure performance and ensure that targets are being met. Call handling solutions will also enhance distributed team working by allowing incoming calls to be automatically shared amongst available team members, irrespective of their current location, an option that is particularly useful for supporting departmental help desk and out-of-hours services.

Ensuring Professional Staff Communications on the Mobile

The normal services provided by a mobile phone fall far short of the telephony services available to staff within the office environment. We can provide the mobile phone user with all the features normally associated with an office telephone system, including the ability to hold, transfer, conference and record calls. A low power GSM solution can provide a Private Mobile Network with integration into the organisation's existing telephony infrastructure. This means that, in the vicinity of the office building, staff can continue to use their mobile phone for out-going calls that are charged at normal landline tariff while calls to internal destinations are free.