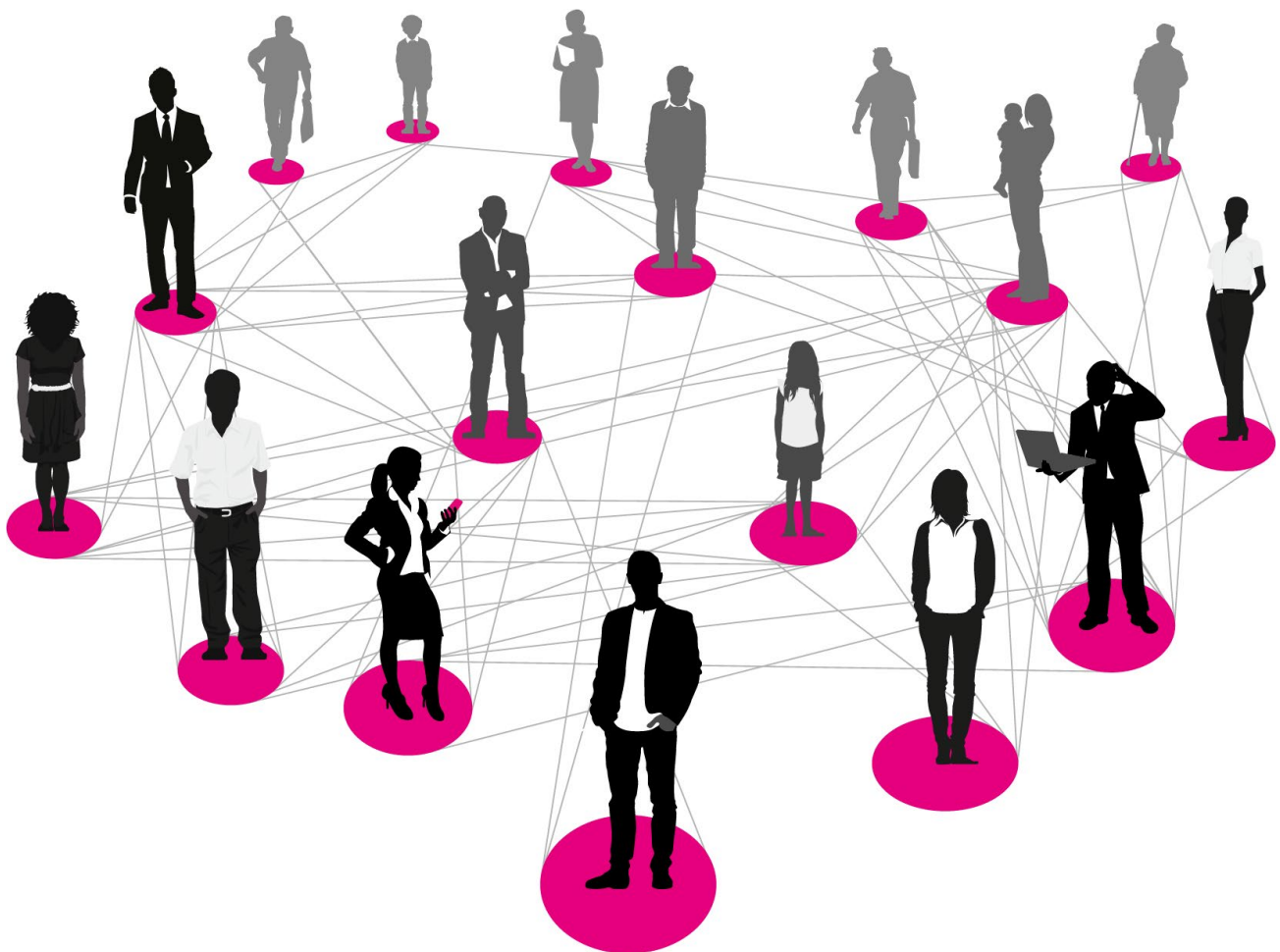





PUBLIC SECTOR

OUTSOURCERY®
THE CLOUD EXPERTS

THE MODERN CONNECTED COUNCIL



**How Skype for Business from Outsourcery will help you reduce costs,
improve collaboration and enhance communication within your organisation**

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**MORE EFFECTIVE COLLABORATION
ACROSS THE PUBLIC SECTOR AND
WITH SUPPLIERS WILL CREATE A
MORE PRODUCTIVE ENVIRONMENT
IN WHICH TO INNOVATE AND WILL
ENABLE COUNCILS TO CONTINUE
TO SET THE PACE OF PUBLIC
SERVICE IMPROVEMENT**

LOCAL GOVERNMENT ASSOCIATION (2014)



TRANSFORM THE WAY YOU WORK

Local government leaders are faced with substantial budget cuts, the rising cost of caring for an ageing population and changing public expectations about how their services should be delivered. Councils are recognising that they must transform the way they work to meet these challenges.

Local authorities are increasingly looking to technology for innovative solutions to help reduce costs, effectively manage their assets and improve staff productivity. This can free up the organisation to focus on their main purpose – improving citizen outcomes.

Improved communications are often at the forefront of this transformation, creating and supporting mobile workforces and increasing cross agency collaboration. Skype for Business from Outsourcery gives local government the full spectrum of communication tools needed to drive efficiency and reform. It enables organisations to replace their existing telephone systems by combining voice, video, desktop sharing, conferencing, instant messaging and user presence in one user interface, which is accessible from any device, anytime, anywhere.

HERE ARE SOME OF THE WAYS SKYPE FOR BUSINESS CAN HELP TRANSFORM YOUR ORGANISATION.



REDUCE PROPERTY COSTS

Many authorities have already introduced mobile and remote working to reduce property overheads. However, to fully realise the benefits of this model, it is vital that employees have the tools to do their job wherever they choose to work. Skype for Business gives users access to their communication tools without having to physically be in the office, helping councils to rationalise their property estate, release capital and reduce operational and facility costs.



REDUCE TRAVEL COSTS AND CARBON EMISSIONS

Council workers can reduce the cost and time of travelling between offices by utilising the voice and video conferencing facilities to arrange online meetings both internally and with other agencies. There is no need for any specialist conferencing equipment so everyone can access the technology from their desktop, laptop or mobile device.

74% OF PUBLIC SECTOR ORGANISATIONS EXPECT THEIR ADOPTION OF CLOUD SERVICES TO INCREASE OVER THE NEXT 12 MONTHS

SOURCE: CLOUD INDUSTRY FORUM (2015)



ENABLE COLLABORATION

The question most local government leaders have about collaboration is not “why should” but “how can” we collaborate. Skype for Business equips staff with the tools they need to work together across departmental and organisational borders in real time. It also plays a significant role in enabling the implementation of shared services amongst public sector bodies in a locality and better engagement with citizens (who are using the consumer version of Skype), to enable even greater levels of collaboration.



IMPROVING CITIZEN ENGAGEMENT

Improving communication and collaboration will have a positive impact on citizens. User presence enables staff to see who is available to help with a citizen enquiry and get in touch with them quickly using instant messaging, helping queries to be resolved efficiently. Skype for Business can also be implemented as a contact centre solution, including features such as call recording, enabling you to evaluate citizen needs and improve customer service. Connecting to citizens through Skype also offers another way for local authorities to engage with their community.



SUPPORT YOUR WORKFORCE

Introducing Skype for Business alongside a flexible working policy helps to drive productivity by supporting staff to work and communicate effectively. Whether in the office, at home or in the community, they have the communication tools to be more accessible to citizens and to focus on delivering positive outcomes for the community.



ELIMINATE TELEPHONY COSTS

Skype for Business can act as a replacement for a traditional telephony system. It removes the need for an on-premises Private Branch Exchange (PBX) and the associated cost and time of maintaining this and keeping the technology up-to-date. Some organisations may have concerns about moving telephony to the cloud, however it does not present any additional risks. It provides the functionality, availability and stability expected from a conventional telephony system with the added benefits of increased flexibility and mobility – all without the up-front capital outlay.

**FLEXIBLE AND MOBILE WORKING...
WOULD ENABLE SUBSTANTIAL REDUCTIONS IN PROPERTY COSTS,
SUPPORT MORE LOCALISED AND COMMUNITY-BASED WORKING, AND
IMPROVE PRODUCTIVITY AND WORK-LIFE BALANCE FOR EMPLOYEES**

SOURCE: SOCITM (2014)



EXPAND YOUR EXISTING TOOL SET

A lot of public sector organisations will already be using Microsoft tools such as Office applications, Exchange or Office 365. Skype for Business is a Microsoft product so easily integrates with these tools to enhance user experience. For example, if a user has an online meeting in their Outlook calendar, Skype for Business will automatically update their user presence to 'In a conference call' during the meeting.



MANAGE YOUR RESOURCES

Skype for Business is a cloud service delivered as a subscription on a per user, per month model. On-premises infrastructure can lead to wasted capacity and overspending and/or a lack of capacity at critical times. Cloud gives local government the flexibility to scale up when additional services are needed and scale down to avoid under-utilising IT capacity. Essentially, you only pay for what you actually use.



BE SECURE IN THE CLOUD

Outsourcery's cloud services align to CESG Security Principles, meeting UK data sovereignty and security specifications for public sector organisations. Local government can be confident that cloud will meet data security responsibilities whilst benefitting from a service that can be easily procured and quickly deployed.



WHAT NEXT?

If you want to help your council transform the way it works, get in touch with our public sector team today for more information about Skype for Business from Outsourcery.

We can run free workshops with your key decision makers to demonstrate the technology and provide proof of concepts to support your business case and show your organisation the benefits of cloud and unified communications.

Call us: 0843 366 6060

Email us: publicsector@outsourcery.co.uk

**OUR CUSTOMERS TYPICALLY SEE A
30-50% ROI WHEN COMBINING THEIR
TELEPHONY AND COLLABORATION
TOOLS**

ABOUT OUTSOURCERY

Outsourcery is one of the UK's leading providers of cloud based IT and unified communications, delivering cloud services to customers of all sizes since 2007.

Working in partnership with Microsoft and Dell, Outsourcery has developed secure cloud platforms to deliver Infrastructure as a Service (IaaS) and Software as a Service (SaaS) solutions to the UK public sector.

These platforms align to CESG Security Principles and are accredited to meet OFFICIAL internet standards and OFFICIAL PSN standards, providing a UK-based cloud offering for government.

Outsourcery was named as a finalist for the 2015 Microsoft Public Sector: Government Partner of the Year Award – one of just three organisations globally, and the only UK business, honoured among an international field of top Microsoft partners for demonstrating excellence in innovation and implementation of customer solutions.

Outsourcery's services are available on the Digital Marketplace via the G-Cloud framework and our unified communications services can be procured via the Crown Commercial Services Network Services framework.



Microsoft Partner

Gold Communications
Gold Hosting
Gold Customer Relationship Management
Silver Datacenter
Silver Cloud Productivity

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www.outsourcery.co.uk

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