



# OPUS™

## Reshaping the Estate for Better Justice

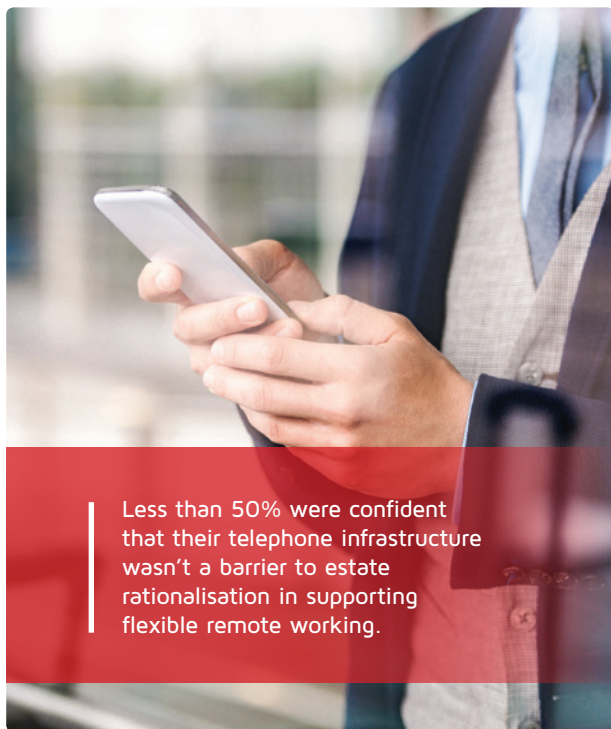
46% of respondents are less than satisfied with communications infrastructure in an environment when modernisation could reduce costs, improve facilities and make way for digital transformation

Providing better access to justice for the public is a major goal for the Criminal Justice sector. But this is no easy task. It is only possible if the sector reduces the cost of its estate and reinvests the savings on the best technology and tools to make the system more efficient. From closing old prisons to investing in modern accommodation, the Criminal Justice sector needs to deliver a fit-for-purpose estates portfolio that is responsive to public needs. So what are the best tools for estates departments and how can they better utilise their spaces?

BLUE LIGHT

# Joining Up Justice

**It all starts with communication.** Communication within any successful Criminal Justice department needs to flow easily and tick like clockwork. The system relies upon many forms of communication that must move between judges, police, psychologists and other law enforcement staff. Communication tools need to promote collaboration with other agencies such as the Crown Prosecution Service and Social Services. The delivery of strong criminal justice services is at the heart of the estates function and must focus on visibility, accessibility and collaboration, maximising opportunity for partnership working, from an efficient asset base.



## So what are the solutions? Unified Communications

Unified communications is a suite of technologies that can powerfully support the effective exchange of information, centralising the management of all communication channels within Criminal Justice. It lets users communicate in flexible and intuitive ways, and is well known for increasing productivity and improving collaboration.

## What are the Benefits of Unified Communications for Estates?

- Better access to justice
- Accounts for the needs of users such as victims, witnesses and the vulnerable
- Achieves a shared, flexible and integrated estate
- Better asset management and increased productivity
- Alleviates technological challenges
- Enables mobile working across different geographical areas

# Communications Connecting Government

Opus is one of the few remaining independent and privately-owned communications providers in the UK. Providing high quality services and solutions to Criminal Justice, Opus can provide advice and tailor solutions to meet the specific needs of Criminal Justice Estates teams.

## With Opus Unified Communications solution, you can:

### **Look Who's Talking**

Enjoy the richness of high quality video communication and see who you are speaking to for better, simpler and more intuitive discussions.

### **Shrink Your Inbox**

Unified Communications equals a management inbox. Say goodbye to pages of unread messages. Enjoy the ease and speed of IM and get your questions answered directly from the right person or exchange information quickly and instantaneously.

### **Choose How You Communicate**

Unified Communications (UC) technologies means you can use any device you like, from any location and still get hold of the right person at the right time.

### **Work Wherever You Choose**

With Unified Communications (UC), you can work with someone as efficiently as if they were sat next to you. Let your colleague/business partner remotely see your desktop and documents.

## Why Opus?

As a privately-owned business, their focus is on providing outstanding service to their customers, not merely satisfying shareholder demands for profitability. Opus focus on investing in staff and training whilst many competitors seek to reduce costs and head count.

From telephony, instant messaging, chat, presence, video-calling and conferencing, data sharing, call control and speech recognition, Opus Telecoms can provide the Criminal Justice sector with an intelligent platform, providing enhanced features for the 'digital first' workforce.

Do you need to do more with less? Increase staff productivity? Work beyond office boundaries and limit the need for expensive hardware? Call **0800 316 7566** and access the benefits of Opus unified communications - the simplest, most sophisticated solution to help you stay ahead in the digital age.

# Features of Unified Communications

## Unified Collaboration

Benefit from tools that deliver seamless conversations, independent of channels and platforms.

## Cloud Based Telephony

Enable users to easily communicate in any workspace using any media, device or operating system.

## Microsoft Teams

Integrate existing solutions with Microsoft Teams for voice, video and contact centre solutions.

## Omni-channel Contact Centre Solutions

Benefit from enhanced citizen engagement, by allowing them to contact you via the channels of their choosing and automate repeat questions with chatbots and self-serve solutions.

## Mobility

Benefit from collaboration, video, voice and communication with contact centres, enjoying compatibility with multiple devices, apps and operating systems.

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