



# OPUS™

## Harnessing Communications in HR

BLUE LIGHT

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

HR is central to the success of the Criminal Justice system as it has a direct impact on services to society, staff engagement and the protection of citizens. Modernising the criminal justice system should not only be in favour of victims and the community but should also focus on benefitting criminal justice staff. Criminal Justice has experienced a history of disconnected working practices so HR teams need the best technology to better connect with and engage their workforce, creating a culture characterised by flexible, joined up working. So what are the best tools to support their HR goals?

# Driving Better Dialogue

It all starts with communication. Communication within any successful Criminal Justice department needs to flow easily and tick like clockwork. HR teams need an all-inclusive communications platform that will catapult productivity across its many functions. Keeping staff up to speed with all business information is essential. HR teams need a digital platform that encompasses efficiency, collaboration, flexibility and agility.



Less than 50% were confident that their telephone infrastructure wasn't a barrier to estate rationalisation in supporting flexible remote working.

## 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 moves the sector away from siloed working and gives users the means to communicate in flexible ways. It is also well known for increasing productivity and improving collaboration.

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

- Improved engagement and job satisfaction
- Delivery of information on demand across any device
- Crucial evidence being easily identified
- Increased professionalism and proficiency of law and justice professionals
- Reducing the need for travel as it enables effective mobile working
- Easy sharing and accessing of candidate/employee/citizen data

# 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 HR teams.

## With Opus Unifed 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.

### Head Office

London Court,  
39 London Road,  
Reigate, Surrey,  
RH2 9AQ

General Enquiries: 020 8545 8200  
Support: 020 8545 8545

### Hitchin Office

2nd Floor Regal Chambers,  
49-51 Bancroft,  
Hitchin, Herts,  
SG5 1LL

General Enquiries: 01462 414 779  
Support: 020 8545 8545