

OPUS™



# The Road Ahead: How to Map Your Business Technology Strategy for 2022

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# Introduction: The technology landscape in 2021

For much of the corporate world, the last two years have been defined by tactical reactions to sudden market changes few could have planned for or accurately predicted.

In response to the first national lockdown, organisations throughout the UK adapted admirably to equip their staff with the technology they needed to work safely and remotely. The speed and suddenness of the stay-at-home directives meant most businesses had to implement rapid solutions to support their teams, leading to a surge in demand for webcams, laptops and other devices but also the supporting software and digital applications.

In the short term, this gave many businesses the critical ability to operate remotely. Now, as some staff begin returning to the workplace and hybrid working environments become commonplace, organisations are reviewing the ongoing effectiveness of those solutions.

- Gaps and weaknesses are emerging in the IT environment, either in the way the systems were deployed, their security, or how successfully they were adopted.
- In some instances, costs that were acceptable in the short-term are proving unprofitable long-term.
- In others, the solutions do not work as part of an integrated, future-proofed IT estate.

As IT leaders review their technology strategies for 2022, how do their investments of the last two years fit into this? What should they ask themselves and how can they proceed?

*In this white paper, we examine the key business challenges facing IT leaders as they plan for 2022, and how the Opus Together™ approach enables them to solve those challenges and build integrated technology strategies that serve the whole organisation.*



# 1. Top business challenges facing IT leaders

The most significant challenge to have impacted businesses across industries has been the shift to flexible working. With the exception of manufacturing and essential services, most businesses have adopted remote working in some capacity, driven initially by social distancing directives and **government legislation**. This has required them to rapidly accelerate their digital transformation plans to facilitate remote workforces.

Last year, **a report by McKinsey** predicted that remote working practices were here to stay (see graph, below). Now that lockdown restrictions have lifted and we have visibility over the numbers of people returning to their offices and workplaces, we are seeing that prediction come true, signalling a hybrid working environment that

businesses can either reject or embrace as they look to plan their long-term strategies around emerging work trends.

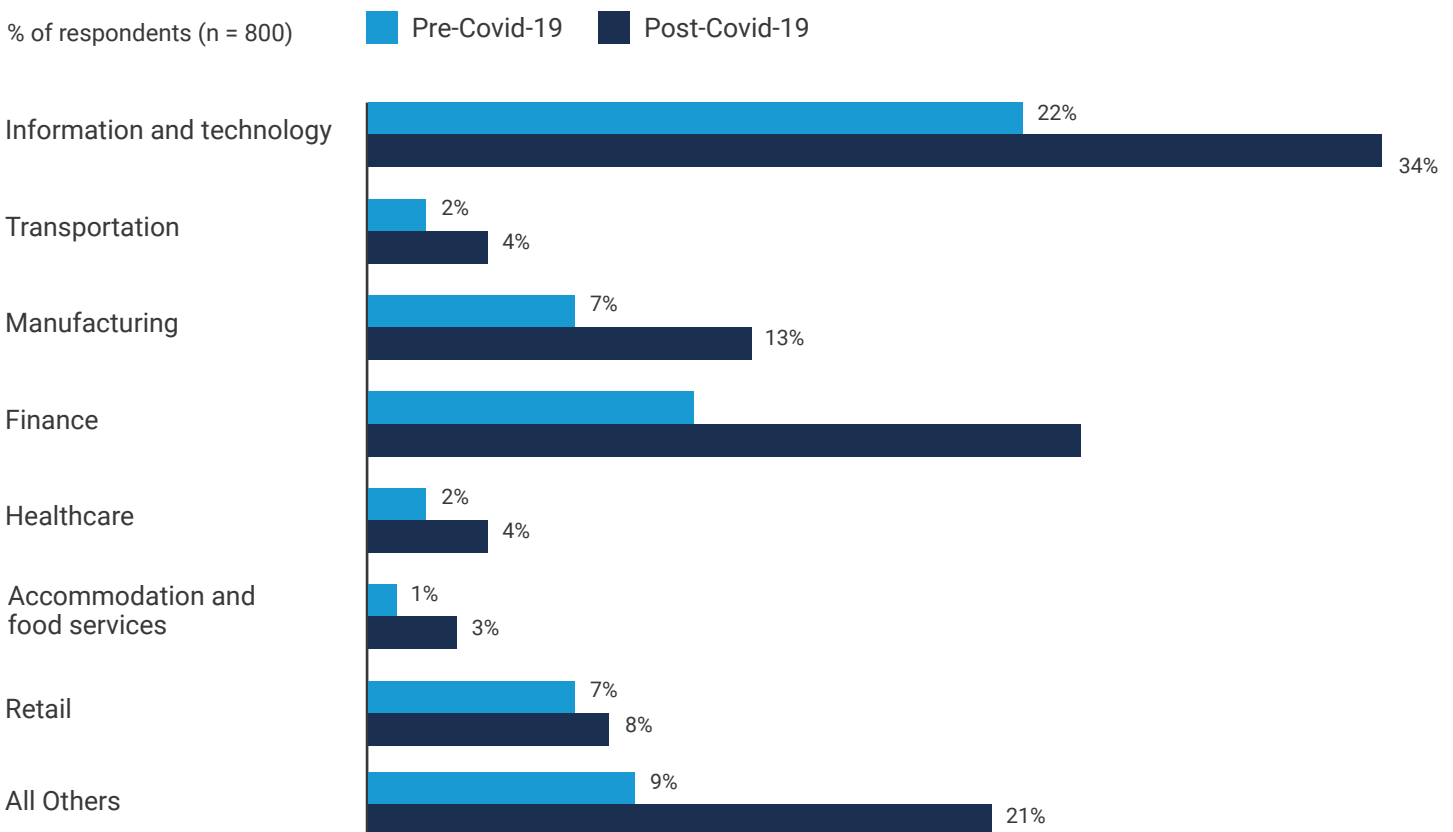
A recent study by the Chartered Institute of Personnel and Development (CIPD) found that almost two-thirds of **employers** have planned to introduce or expand a mixture of remote and on-site working. These findings are reinforced by a series of headlines from large, global organisations such as **PwC**, Deutsche Bank and BP announcing their shift to hybrid working.

While an organisation's ability to adopt hybrid working will vary depending on the industry type, business size and how well it was set up to support flexible working pre-COVID-19, common threads have emerged. Broadly speaking, these can be broken down into technology challenges, human challenges, and commercial (financial) considerations.

## Remote work

Executives say some remote work is here to stay, though not for everyone or on every workday.

Executives who report that at least 10 percent of the employees in their company or business area worked remotely (at least two days a week) before the COVID-19 outbreak are compared with the percentage who expect at least 10 percent of the employees to be working remotely (at least two days a week) two years from now.



Source: McKinsey Global Business Executive Survey, July 2020

## 1.1 Technology challenges

The hybrid working model brings with it a variety of operational challenges that IT leaders planning their 2022 business technology roadmap should take into consideration.

### Audio quality

How will teams hold meetings with remote employees when half of the attendees are occupying the same office space? Feedback from multiple devices will disrupt proceedings, but muting speakers and relying on a single laptop offers an equally poor experience.

A busy office environment presents further challenges through background noise and other audio distractions, many of which could be discussing sensitive or confidential subjects.

### Video conferencing

When an entire team is operating remotely, video capabilities are transformative in terms of bringing attendees together and communicating body language that would otherwise be lost away from face-to-face environments. When multiple attendees are operating within the same office space, however, numerous cameras can provide a disjointed experience, while creating the impression that everyone is still working remotely when, in fact, they are not.

If the office attendees are huddled around a single laptop, how will this reflect in the remote employees' experience or customers video-calling in, expecting a professional interaction?

### Shadow IT

Even within organisations, employees may have thus far utilised multiple technology solutions in order to meet short-term remote working needs. One team may be operating using the company's Microsoft Teams platform, while other individuals are leveraging Zoom or Webex to make and receive video calls.

How will these different systems interact? With employees dependent on different telephony solutions, inefficiencies will naturally occur across internal and external communications.

### Security risks

Video conferencing from open-plan offices and service desk environments can open organisations up to new security risks. Confidential information may feature on visible screens behind video feeds, for example. Meanwhile, remote users accessing company data through a range of **cloud technologies** (including storage and backup options) from unsecured locations also risk breaches.

It's also worth noting that many traditional disaster recovery plans (whereby staff could switch operations to another similarly equipped office location) are no longer fit for purpose.

### Inefficiencies

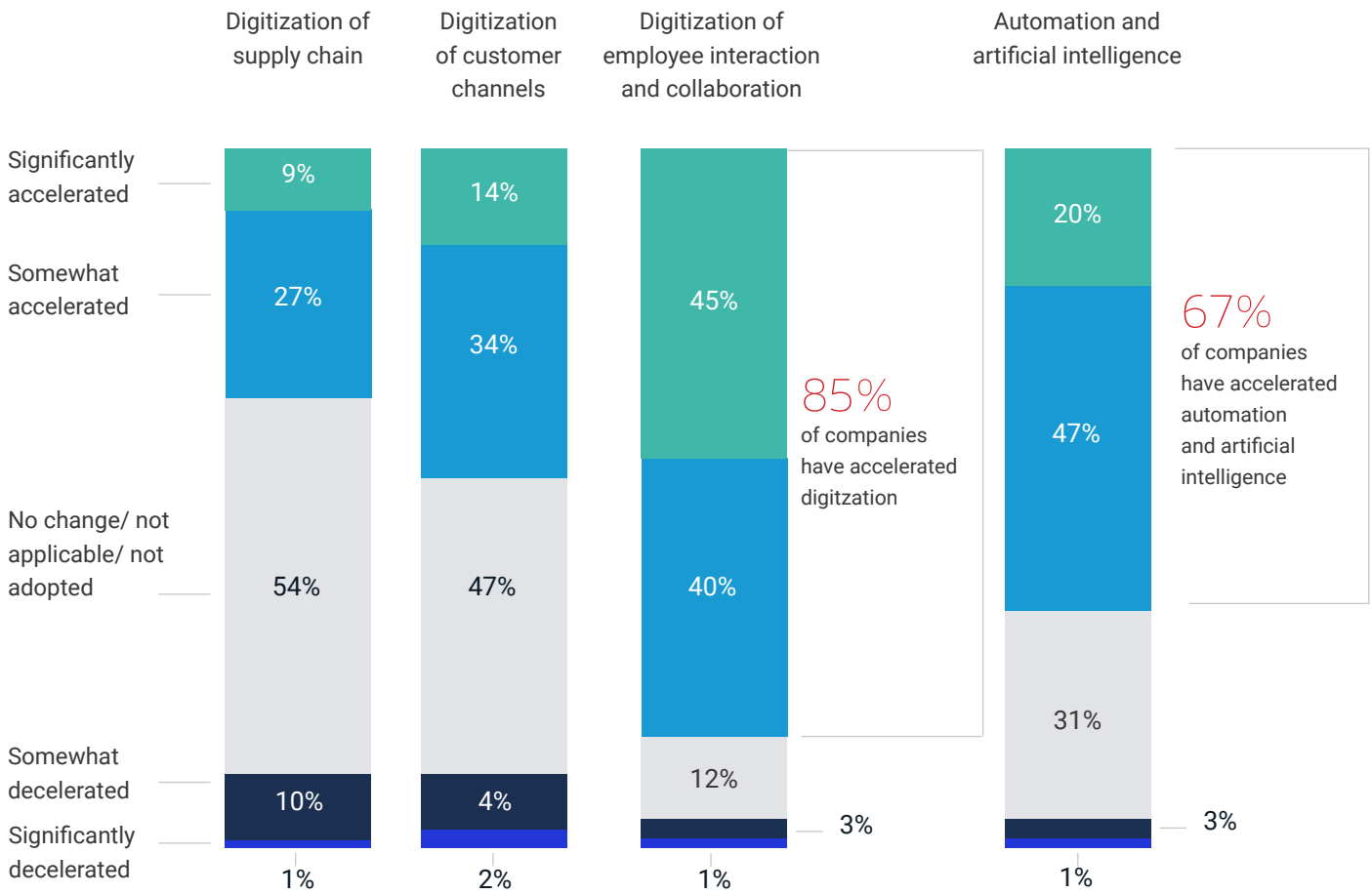
Unless organisations already have cloud-based solutions capable of being used anywhere with an internet connection, or they have a UC solution that enables remote working, calls to a main number can't be easily transferred to a colleague's extension. This can lead to disruption, inefficiencies and potential reputational damage as service begins to suffer.

As a result, the timelines for digital transformation roadmaps have significantly shortened.



## Executives say they have accelerated the deployment of digitization and automation during the COVID-19 pandemic.

Since the start of the COVID-19 outbreak, how has our company's or business area's adoption of the following technology trends changed?



Note: Figures may not sum to 100%, because of rounding.  
 Source: McKinsey Global Business Executives Survey, July 2020

## 1.2 Human challenges

The subject of hybrid working has itself raised questions around organisations' obligations to continue supporting flexible working practices as restrictions loosen. Has remote working become an employee's right or can a company insist that staff return to the office once the government declares it is safe for them to do so? How does this impact employee wellbeing?

- Whether at home or in the office, do employees have a dedicated space in which to work, away from distractions?
- Long-term, what other factors are affecting their ability to conform to regular office hours (children at home, or elderly relatives to care for, for example)?
- How can managers monitor and support both on-site and remote employees fairly and equally?
- How can managers boost morale and ensure the company culture is maintained when half of the team is office-based and half are home workers?
- What communication methods do different teams respond best to, and do they have the technology to enable them?
- How will the company conduct formal meetings and more informal social gatherings?
- How should people ask for help?

Advice from the **ICAEW** recommends employees are provided with some information about good working practices, for example keeping regular hours and scheduling breaks. Related policies should form a core

"Regular contact helps managers identify if anyone on their teams – office-based or remote – is struggling from a mental health perspective so they can provide support where possible."

part of any business technology strategy built around remote or hybrid models to promote healthy working practices and clearly lay out relevant processes.

### Apart, yet together

The most readily apparent employee benefit from a human perspective is an improved work-life balance. Flexible working mitigates or, in some cases removes altogether, the issue of commuting, with employees saving an **average of five hours per week** normally spent on the road during the pandemic. For many, that time is invaluable.

"According to McKinsey, 80% of people enjoy working from home."

Less apparent are the cultural benefits of a flexible workforce. Office environments are typically siloed, and it is not unusual, particularly amongst large workforces, for teams to keep to themselves. Regularly scheduled video catch-ups facilitate the coming together of different teams and communication between colleagues who might never otherwise engage with one another. Over video calls, employees are quite literally invited into one another's houses. They meet children, greet spouses and fawn over pets, forming strong working relationships with the potential to eclipse those formed in traditional workplaces.

As IT leaders consider a) the relevance of this to their business technology strategy and b) how to incorporate it, the solution will lie in balancing commercial objectives with employee wellbeing. It is easy to view the two as competing goals, but healthier, happier employees given the freedom (and the technology) to work more flexibly can **boost productivity** and create stronger employee engagement needed for the retention and new talent acquisition.

## 1.3 Financial impacts

The financial impact of the global health crisis on organisations is a white paper in itself. In this uncertain environment, keeping pace with competition while maintaining financial viability is key. How can businesses navigate these challenges to remain profitable through a future in which hybrid working and the risk of further lockdowns become a reality? And what opportunities does it open?

### Identifying new revenue streams

As restrictions loosen and companies can see employee preferences for continued home/flexible working vs returning to the office, they are able to make more informed, calculated decisions in terms of how much real-estate space they need going forwards. Other possibilities include renting out unused office space, repurposing them into creative/collaborative hubs or relocating operations to less expensive, out-of-city locations.

Equally, the shift from CapEx spend (on capital equipment) to OpEx spend (cloud-based monthly costs) brings opportunities for scalability to align with demand. Cash saved can then be reinvested in other technology requirements to support the business in moving forward.

A more balanced approach to remote working provides the opportunity for businesses to cut costs and justify their technology investments (for example, greater emphasis on security for remote workers). Strike the right balance between CapEx and OpEx spend, and businesses will discover a flexible working model through which they unlock the benefits of both on-site and remote working, future-proofing their operations and creating new growth opportunities.



48-Hour Rapid Deploy  
Home Working Solutions

Related Read



## 1.4 A longer-term strategy is needed

Research carried out by Leonne International during the onset of the pandemic found that **33% of UK businesses lack the technology infrastructure to manage long-term remote working, with 41% reportedly planning to increase their IT and tech investment in the near future to cope with the shift.**

To maximise the value of those investments and see a longstanding return, businesses are best placed to make them in integrated systems as part of a unified technology strategy that brings the whole organisation together, wherever individuals or teams are working from. Implementing the right technology tailored to the wider business strategy is crucial.

At Opus, we're working hard to help our customers plan for 2022, unlocking the benefits of an integrated technology suite while maximising the value of their existing investments, a commitment evidenced by our recent awards of Mitel Cloud Partner of the Year and Microsoft sponsored UK Modern Workplace Partner and Partner of the Year at the 2021 Vuzion Cloud Awards.

"Opus has demonstrated outstanding performance in guiding customers through the challenges of the past year as organisations looked to mitigate the workplace changes driven by the pandemic and modernise their communications and collaboration capabilities."

Scott Peterson, Chief Revenue Officer, Mitel

*Which of these challenges resonate with you and the IT demands placed on your organisation? How have they impacted the size and complexity of today's technology estates? And how should they inform business technology strategy planning for 2022?*



## 2. Technology works better when it works together

An organisation's technology rarely operates in isolation. However, in the rush to deploy specific solutions that enable the business to react rapidly to changing demands and market trends, this is exactly the situation in which many organisations now find themselves.

Some organisations will have also sourced these solutions from multiple providers. Leveraging existing partners may have eliminated potentially lengthy tender processes and expedited the internal approvals required to quickly and effectively adopt new applications or systems, but these are not metrics by which long-term, best-fit solutions are selected.

*"A lot of organisations deployed tactical solutions during COVID because they didn't know what was going to happen. Now they are looking improve on what they've already deployed. They had a tactical deployment that filled a gap and achieved an outcome but moving forward, is this actually going to help grow the business?"*

*Kris Graham, contact centre specialist, Opus*

The result is that many organisations are emerging into the post-pandemic world with IT estates made up of disparate systems and overly complex provider networks. The **Opus Together™** approach has been designed to solve this challenge by offering a range of integrated IT solutions supported and managed by a single, trusted service partner – us.

*Read on to join the dots between solutions that Connect, Communicate, Engage, Modernise, Document and Secure your business to deliver an integrated technology strategy for 2022.*

### 2.1 Connect

Unsurprisingly, a report by **Citi GPS** confirmed that the pandemic has raised the importance of basic connectivity, with reliability more important than maximum speed or potential.

In a professional office setting, connectivity was rarely an issue, with bandwidth pre-defined based on the company's unique requirements. By comparison, remote working places connectivity dependencies firmly with each individual employee. Across teams, employees' connectivity can vary significantly. Across a large workforce, the issue further compounds.

In a remote working scenario, if an employee's internet goes down, they will not just be unable to work. They will be completely cut-off from the wider business, with implications ranging from disrupted communications to business continuity, depending on the individual employee and their role. To combat this, businesses should look to invest in VPNs (Virtual Private Networks), mobile backup and **4G/5G options**, enabling connectivity anywhere, anytime.

### Maximise connectivity across home/personal networks

Businesses are now looking at ways to transform their systems to more agile, cloud-based solutions, driving demand earlier than would have been the case pre-COVID-19. They need more robust, reliable technology that services both remote workers and office-based workers to continue delivering a standout customer experience and remain competitive.

Similarly, governments need to move more of their applications and services online. Some are contemplating how remote learning could be enhanced to strengthen business continuity ahead of a future crisis and maybe even have a role during normal times.

### Migrate to the cloud

Migrating the communications estate to the cloud is one of the most comprehensive ways for businesses to adapt to the new normal. With the cloud at their fingertips, companies can address the suite of challenges referenced throughout this white paper, achieving greater reliability, stronger security and future-proofing their communications against potential crises.

Additionally, migrating the contact centre to the cloud delivers the following benefits:

- Become more customer-centric by offering an omnichannel experience
- Easily scale agent requirements up and down depending on changing demand
- Ensure efficient disaster recovery in the event of an incident
- Reduce or even remove reliance on a physical office space (and hardware)
- Simplify layering additional technology to your existing estate
- Reduce maintenance costs (due to less reliance on hardware)

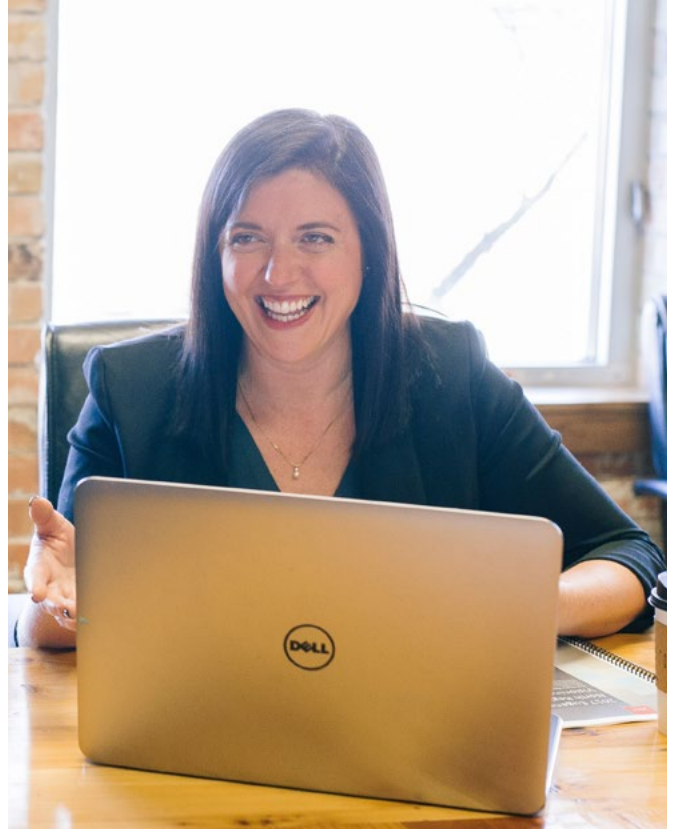
At Opus, we help businesses address a range of connectivity gaps and recommend solutions to keep their employees connected safely and securely. Our 48-Hour Rapid Deploy Solutions include network diverts, DDI diverts and IVRs to support employees working remotely.

“If congestion builds on one of the networks, our solution allows them to jump automatically to a less busy one.”

[Click to read the full Opus Connect case study.](#)

## Connect your digital estate to the rest of the world with Opus Connect

Our **Opus Connect** range offers IT leaders everything from lightning-fast 5G to powerful cloud services and secure internet access. The possibilities for robust business connectivity are endless – no matter the company size. Whatever our customers’ needs, we’re here to help them navigate and get the most out of their options.



Whether an organisation requires a fixed or mobile internet access solution, our Opus Connect services can deliver. We partner with the leading network service providers to give our customers the connectivity they need to keep growing and stay connected. We offer a variety of network access solutions, including LAN, WAN, Wi-Fi, Express Route and Virtual Wan solutions:

- SD-WAN made simple
- Mobile connectivity at your service
- Next-generation WIFI
- Internet access you can count on
- WAN solutions
- Azure ExpressRoute
- Azure Virtual WAN
- SIP trunks that give you back control

Our Opus Connect services provide secure, reliable connectivity between remote sites and users, so organisations can access and share the important information needed to power their businesses.

*To find out how we can help you migrate to the cloud and continue delivering a standout customer experience while working remotely, **reach out** to one of our experts now.*

## 2.2 Communicate

As companies across the UK accelerate the shift to flexible working, the increased demand for telephony systems and more advanced communications estates has driven an explosion in opportunities for businesses to evolve.

Headsets can help to solve audio challenges in busy meeting room environments, while cameras can be set up in boardrooms to help organisations present a unified front to remote customers video calling from a world away. Many of the solutions that businesses have already utilised to great effect under fully remote conditions can be further leveraged to streamline the transition from remote to hybrid working. Microsoft Teams is a good example of a platform packed with features, from Background functionalities, Together mode and Direct Join, to help businesses improve hybrid efficiencies and work better.

The way we work is shifting. The IT leaders who build this into their technology strategy will not only weather these challenges going into 2022 but gain a competitive advantage.

### Bring business telephony to the home office

In a regular office environment, most employees will be accustomed to having a phone on their desk and the ability to receive, transfer and record calls as needed. However, not everybody has the same home office setup when it comes to their telephony.

With employees relying on different telephony solutions, inefficiencies will naturally occur when it comes to both internal and external communications. Calls are likely to be missed, transfers may fail and communication with colleagues and customers may break down.

For industries such as the financial services sector, call recording is mandatory. As more organisations embrace hybrid working practices, it falls to them to ensure calls made via Microsoft Teams or mobiles continue to be recorded (avoiding compliance issues).

At Opus, our **48-Hour Rapid Deploy Solutions** are specifically designed to solve these challenges. More

specifically, we can help you add remote/teleworking to your existing phone systems and integrate employees' mobile phones into office telephony for full flexibility.

**“With more stakeholders using the technology themselves, consumer choice suddenly holds much more weight when it comes to choosing the right UC solution.”**

Matthew Dudleston, Sales Director, Opus

Bringing consistent communications capabilities to your workforce through a combination of **unified communications, cloud telephony** or integrating desktop applications – such as **Microsoft Teams with business telephony solutions** – will enable employees to make and receive calls wherever they are. As a result, businesses can unlock the benefits of flexible working without compromising on service and efficiency.

### Introduce collaboration tools

Introducing hybrid working solutions that deliver an in-office IT/communications experience, regardless of the physical location, is an impactful way to bring teams together, support flexible working and empower employees to carry out their roles to the best of their abilities.

**“Companies must adapt to survive and in time thrive. Introducing collaboration tools presents a great opportunity for businesses to evolve and flourish while improving their service levels.”**

Michael O'Donnell, Chief Commercial Officer, Opus

While plenty of businesses have adopted Microsoft Teams, many won't have integrated Teams with their telephony. Drawing these platforms together is the next logical step for businesses looking to streamline their communications, improve collaboration within the hybrid working model, and further enhance team working and customer experience.

## Mitel-Microsoft Teams integration development

At Opus, we've developed a first-to-market **Mitel-Microsoft Teams integration service** to enable flexible workers to make and receive calls on the Teams apps via the Mitel platform.

This solution has enabled customers to manage inbound/outbound calls, wherever they happen to be working from, with minimal disruption or capital expenditure.

However, determining the right solution for each business will depend on whether they have a basic unified communications requirement or the need for a more complex solution. For example, one business might find Microsoft Teams sufficient, while another may need call recording capability and the ability to report on contact centre agent performance, too.

"...our client will have a solid, stable platform that allows customers to contact them by virtually any means – from phone and email to social media, web chat and video."

[Click to read the full Opus Communicate case study.](#)

## Interact and collaborate anywhere, on any device, with Opus Communicate

The **Opus Communicate** range gives organisations the tools to communicate effectively with people both inside and outside of the business – anywhere and on any device. From a new telephone system and mobile solutions to cloud telephony services, Opus Communicate has our customers covered.

We partner with leading manufacturers and service providers – all with the highest levels of accreditation – to provide organisations with the unified communication and collaboration services they need to succeed.

- Sign up to cloud telephony
- Invest in our business mobile solutions
- Benefit from fully integrated telephone systems
- Connect the whole organisation using unified communications
- Make remote collaboration and conferencing effortless
- Make Microsoft Teams work for you
- Stay safe and compliant with call and screen recording

Our expert team is here to help IT leaders navigate their options and make the right choices for their business. Whatever the business size, industry or location, our experienced solution design team can tailor a Communicate solution to every organisation's specific needs, while our expert project engineers can successfully deploy any service, supported by our ServiceMark-accredited customer services and lifetime account management.

*Whatever the Communications challenge, at Opus, we can help you determine the right solution for your changing company needs. **Get in touch** to discover how we can support you.*





## 2.3 Engage

Customer expectations are higher than ever. Allowing people to engage with an organisation in whichever way they choose is crucial to retaining existing customers and attracting new ones.

Organisations with contact centres are also facing challenges when it comes to agents working remotely. This includes an inability to manage staff face-to-face and reduced visibility of call statistics, making it especially difficult for contact centre managers to monitor agent activity off-site, for example.

**“60% of companies will have agents working from home for the foreseeable future.”**

*Talkdesk business continuity survey, July 2020*

As the way we work changes and omnichannel communications rise, how can organisations balance their employees’ need for flexibility with customer expectations that include the ability to contact the company via different media or channels at whatever time suits them?

### Making the move to a cloud-based contact centre

The cloud-based nature of a ‘Contact Centre as a Service’ (CCaaS) solution reduces deployment times and enables services to be delivered to any location via an internet connection – great for organisations building technology strategies for hybrid workforces.

The benefits are many: deliver a quality caller experience, easily monitor inbound call activity, and use intelligent call distribution to ensure calls are answered efficiently,

helping every customer to get through to the right people, wherever they’re located.

- **Scalability** – the ability to add new systems and capabilities as the needs of the business change or grow
- **Agility** – the flexibility to adapt quickly to changing markets, spikes in customer service requirements, or other conditions
- **Extensibility** – pre-built to enable data exchange and integrations with core business systems
- **Resiliency** – reducing downtime, preventing data loss and supporting compliance
- **Data-driven** – supporting all functions of the contact centre and enabling agents to make more informed, data-driven decisions

More often than not, the challenge is not in implementing this technology but securing internal buy-in and making the transition from on-premise to cloud setups cost-effectively.

**“Cloud-first might be a strategy for many businesses and it's about implementing that effectively. They might have an on-premise solution that they purchased outright, but cloud models are typically per user, per month. How can they make that transition without introducing new expenses to the business?”**

*Kris Graham, contact centre specialist, Opus*

This is particularly true of large organisations with 100+ seat contact centres that have already required significant CapEx investment, raising the importance of independent technology providers with first-class experience in helping organisations to understand – and communicate internally – the long-term cost-effectiveness of cloud-based models.

As one such technology partner, we understand that having the right contact centre technology in place to meet your business requirements is vital. **Our Omnichannel Contact Centre Rapid Deployment Solutions** are specifically designed to help today's organisations continue to deliver a standout customer experience, wherever their agents are based.

## Elevate the contact centre experience with Opus Engage

From a complete refresh of an organisation's communications platforms to the addition of a cloud-based CCaaS solution on top of the existing set-up, our **Opus Engage** solutions have our customers covered.

The Opus Engage range helps organisations to deliver a first-class customer experience. It provides access to a vast array of innovative contact centre tools and applications, tailored to the specific needs and size of each business. Whatever an organisation's contact centre requirements, we're here to help them navigate their options and harness their capabilities.

We design, deliver and support single-platform or stand-alone omnichannel **contact centre solutions**, chatbots, Google-powered artificial intelligence, self-serve and agent assist solutions. We also offer web chat and co-browsing, speech analytics, workforce optimisation and gamification solutions to suit the specific needs of every business.

- [Omnichannel contact centre solutions](#)
- [CCaaS](#)
- [Inbound/outbound contact centres](#)
- [AI, chatbots and self-service](#)
- [Workforce management](#)
- [Speech analytics](#)
- [Secure credit card payment solutions](#)
- [Call and screen recording solutions](#)
- [Microsoft Teams contact centre solution](#)

The list of possibilities is almost endless – which is where our expert team comes in. They work with every customer to bring together the best solutions to meet their unique requirements, then deliver them as a managed service. Choosing the right technology partner is key to delivering an outstanding customer experience. We guide every customer through the various contact centre solutions and applications available, providing clear, transparent advice every step of the way on how to integrate them with new or existing unified communications, CRM systems or processes.

*Take the complexity out of your contact centre solutions. **Get in touch** to discover how our expert team can support you to deliver a winning customer experience, every time.*

“...customer service isn't just a job. It's a mindset. An attitude. A passion. And it's a value that flows throughout our business...”

[Click to read the full Opus Engage case study.](#)

## 2.4 Modernise

The disruption of the last two years has also been a fertile ground for innovation. Across industries, organisations have adapted their operations and embraced different ways of working in order to drive revenue and keep their businesses running.

These innovations have been technology-based as much as they have been about process. The two perform best when implemented together, leading many organisations to roll out rapid solutions that facilitate remote working, for example.

Now, as hybrid working grows in adoption and the landscape becomes ever more competitive, organisations are turning to their IT leaders for more strategic technology roadmaps on which the wider business can scale in predictable, repeatable ways.

For technology to work together, the success of the technology strategy is key. A successful strategy:

- streamlines technology bloat, reducing the size and complexity of the IT ecosystem
- improves the cost-efficiency of the entire technology estate
- ensures the remaining systems meet business demands
- integrates different software and applications into one joined-up system
- incorporates IT support channels and business continuity, reducing risk
- enables the whole business to maximise its technology investment

This is where Opus Modernise comes in, helping organisations take advantage of a Modern Desktop.

## Improve productivity and engagement across the business with Opus Modernise

Our **Opus Modernise** range offers end-to-end outsourced IT support services. Customers who invest in our Opus Modernise services gain access to 24/7 on-demand support from our highly skilled, in-house IT technical support team – all based on the UK.

“The whole process is a complete modernisation of existing IT systems – not a ground-up transformation.”

[Click to read the full Opus Modernise case study.](#)

Through these services, we help our customers to establish a technology strategy. We design, build and migrate their IT architecture to the cloud and proactively manage their Microsoft cloud solutions, freeing them up to manage their essential business systems.

### Benefit from:

- **Award-winning service and support** – we’re a Microsoft Gold Partner for Cloud Productivity. And we were recently named as UK Partner of the Year and UK Modern Workplace Partner at the Vuzion Cloud Awards 2021.
- **Technology strategy support** – we can help you establish a technology strategy for your business, carrying out a readiness assessment and providing recommended paths to take.
- **Architecture design, build and migration** – our Firewalls, Switching and Next Generation WiFi make office network solutions available to a distributed network with centralised single control from anywhere.
- **Service delivery/managed services** – our expert team will guide you through each step of the procurement journey, from sourcing the correct hardware to updating software, dealing with day-to-day IT issues or moving your entire business’s infrastructure to the cloud.
- **Microsoft Azure services** – we can help your business safely migrate to the cloud using Microsoft Azure, the industry-leading solution for partial or total cloud-based architecture.
- **Microsoft 365 services** – ensure you get the maximum value for money and productivity from your Microsoft investment.
- **Microsoft Power Platform** – unlock a business application platform that enables you to create and deploy tailored apps, reports and workflows.

Whether you’re looking for service desk support, managed IT services, Microsoft modern desktop solutions, cloud or infrastructure services, we’re here to help you.





## 2.5 Document

Document management touches every part of a business – from design and technical drawings to marketing, sales, shipping and invoicing. Documents are passed between departments and in and out of an organisation, all requiring actions and signatures.

Historically, this doesn't feature high up on organisations' lists of priorities compared to fundamental issues such as communication and security, but as hybrid working models become the norm, effective document management has increased in both difficulty and importance.

### Document management challenges in a hybrid world

"How can administrative processes continue seamlessly when key individuals are no longer fully office-based?" asks Danny Spooner, a director at Opus. "What will the impacts of that delay in processes be further down the line in regard to invoices approved, for example? And what of transparency, particularly in highly regulated industries such as finance? A digital trail is much more accessible and visible compared to traditional paper trails."

Environmental trends are further driving the uptake of the paperless office; print waste is no longer just a waste of resources, but a mark against an organisation's green credentials.

As more customers look to do business with organisations that share their values, and new talent looks for companies with similar ideals, organisations need to adapt to keep up. And to keep up, they require a blend of processes and technology to streamline their document management and integrate it with the wider business technology strategy.

"COVID-19 has accelerated the move to Microsoft 365 and the cloud. Many of these organisations will be using Sharepoint as a document repository. But without a document management solution in place, that involves manually attaching scanned documents to emails in order to move them to where they need to be", Danny explains. "A document management solution could move those documents directly from the scanner to the repository, streamlining the whole process as well as improving compliance."

- Save time
- Save money
- Boost productivity

**"We managed to reduce their annual printing spend by 75%, while at the same time improving service levels and support."**

**[Click to read the full Opus Document case study.](#)**

## Streamline your essential systems with Opus Document

Our Opus Document range offers solutions to every document management need. These include efficient storage, sharing, search and discovery of electronic documents, printing, copying and scanning of physical documents, improving workflows, and general document editing and management tasks.

Whatever our customers' document requirements, we offer a range of document management solutions in order to deliver the right blend of services they need:

- **Document management systems** – document security, access control, and centralised storage mean users can quickly and securely find the documents they need.
- **Managed print services** – simplify the management of your printing devices, including scanners, faxes and copiers, improving efficiency, productivity and information security.
- **Office print solutions** – unlock a print strategy that meets your business objectives and wider corporate social responsibilities.
- **Office print software** – software solutions to track and control usage and behaviour, eliminate paper waste and reduce print costs.

And because our Opus Document process always starts with a detailed audit, we will look closely at an organisation's existing equipment, where it's all located, how it's configured, and the needs of the people using it to recommend a best-fit solution, every time.



Streamline your document management today. Get in touch to discover how our expert team can support you to simplify, secure and keep your document management compliant.

Get in Touch

## 2.6 Secure

In today's digital world, data is often the most valuable asset a company has – and to lose that data or access to that data, could put the entire business at risk.

Today, the use of multiple, unmonitored devices heightens the risk of breaches from unsecured locations. The risk is especially critical when it comes to security systems. Pair hybrid working with the spike in cybercrime due to COVID-19, and it's a race to the cloud.

With data spread across various cloud providers, staff working from home and increased 'Bring Your Own Device' initiatives, it's important for security managers and an organisation's customers alike to know their information is safe at all times – even when it's being accessed on an employee's personal device.

**"Businesses that have enabled critical applications to be publicly available for remote working staff during the pandemic have potentially increased the attack surface for hackers."**

Dave Higgs, information security lead, Opus

***Read more about the impact of the pandemic on security in our article on Zero Trust and why it's so important.***

### **Strengthen data protection and compliance anywhere, everytime**

As we have already touched on, security is a key issue faced by businesses adopting hybrid working. To summarise, remote employees are accessing company data differently. Confidential data is no longer confined to the office on a reliable network in a specified location, while video conferencing from office locations opens up new privacy risks.

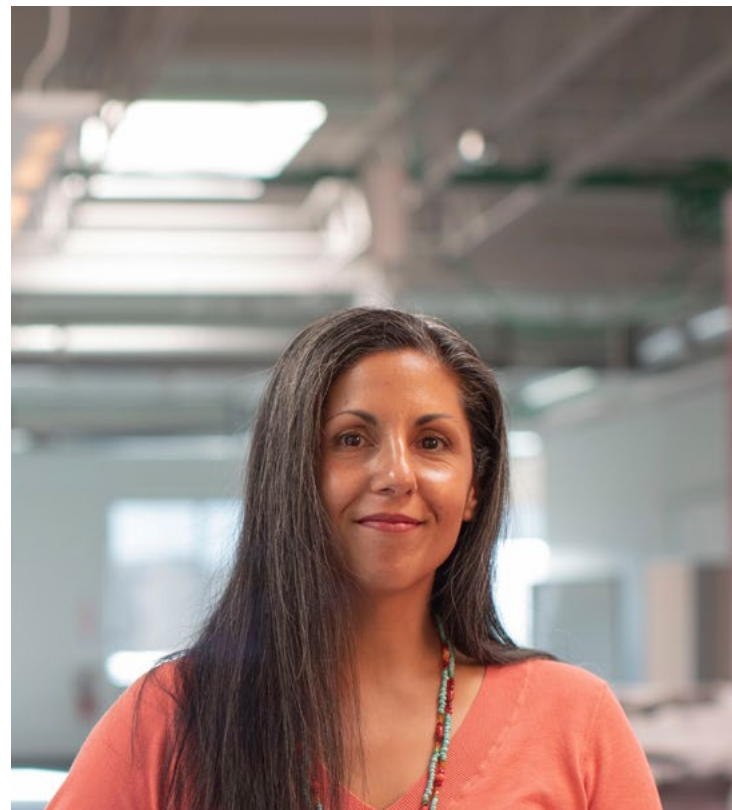
If data isn't accessed in a secure way, on a secure network, company data could be at risk. In some cases, businesses could even be at risk of breaching GDPR regulations if employees aren't careful.

Similarly, if customer service staff are required to take credit card payments whilst working from home, it's essential to protect credit card holders and staff by having **PCI Compliant payment solutions for home workers.**

"The rush to get everybody working from home has meant that, in many cases, security hasn't been rolled out sufficiently." Michael O'Donnell, sales director, Opus

Establishing a robust, enterprise-grade security solution and deploying it across the cloud is therefore key. To help employees stay secure wherever they are (on any device), businesses need a dedicated cloud solution. This will enable them to apply security measures across all employee devices as required.

Our **48-Hour Rapid Deploy Solutions** can help businesses add cloud-based solutions to their existing infrastructure fast, enabling them to provide their employees with secure remote access to company emails and data. Put simply, we can help businesses to fill the gaps in their existing security provisions to ensure confidential company data isn't left exposed.



**"The client knows that if they have a problem, they can get on the phone any time and we'll look after them."**

**[Click to read the full Opus Secure case study.](#)**

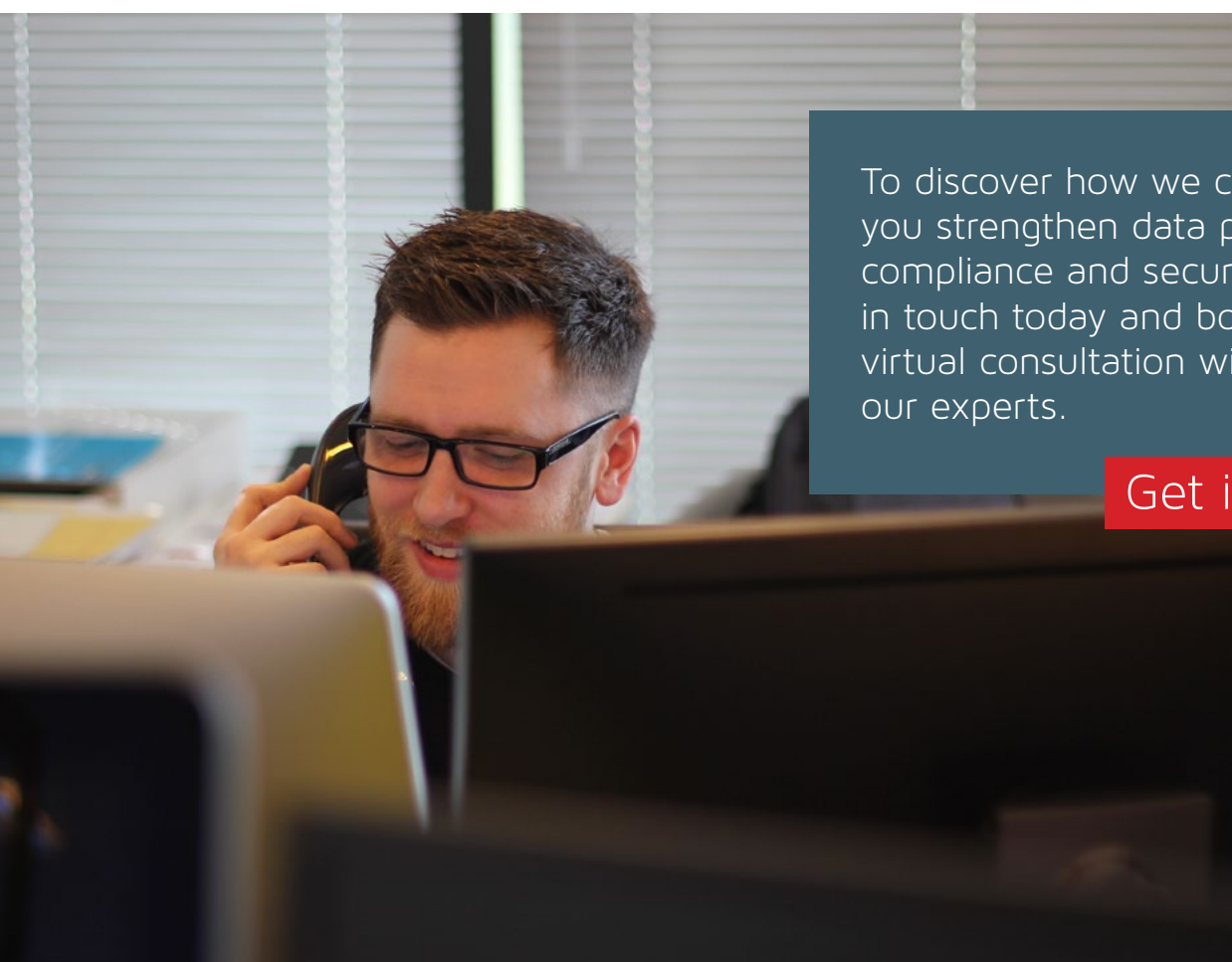
## Keep your essential data and systems secure and compliant with Opus Secure

Our Opus Secure services help organisations ensure availability and compliance, as well as manage cybersecurity threats and poor employee digital behaviour.

Whether IT leaders are looking for zero trust solutions, help with data protection, application, endpoint or network security solutions, Opus can deliver. We offer advice, training, management and support to help every accountable person keep their business secure.

- Adopt a Zero Trust security model
- Embrace application security
- Ensure endpoint security
- Strengthen your network security
- Availability and cyber protection services bolster business continuity
- Stay compliant with an effective vulnerability management program

Our experienced and highly qualified team also assesses our customers' current cyber security levels to advise them on the technology, support and training required to protect their business and provide peace of mind when it comes to disaster and cyber recovery.



To discover how we can help you strengthen data protection, compliance and security, get in touch today and book a free virtual consultation with one of our experts.

[Get in Touch](#)

# Conclusion: Map your business technology strategy with Opus Together™

“Our goal is to understand our client’s strategic direction and create a technology roadmap to support them on their journey”

Michael O'Donnell, Chief Commercial Officer, Opus

Tactical solutions of the kind we have referenced repeatedly in this white paper have performed remarkably well at helping organisations to keep their operations running over the course of the last two years. Now, we look ahead to 2022, organisations should begin revisiting these solutions and building them into the wider business technology strategy in order to maximise the value of their investment and future-proof their business operations.

Where should businesses look to make changes when reviewing their systems and operations? And how should these be implemented to maximise the rollout and ensure teams – both on-site and remote – are getting the most value out of their new processes?

Working with a single, trusted provider like Opus is the most effective way of ensuring all your technology solutions work together. On their own, each of the six **Opus Together™** services will help you to **Connect, Communicate, Engage, Modernise, Document and Secure** your business. Together, they compliment each other, joining the dots for you to ensure all your technologies can fulfil their potential.

As a starting point, we're offering businesses a free virtual consultation with an experienced solution design specialist to help them enhance their hybrid working capabilities and better plan for 2022.

“At Opus, we take a consultative approach to align our technology solutions to support the strategic goals and visions of our clients. Our partnership enables those organisations and their teams to focus on delivering and executing against their plans to drive efficiencies along with improved and enhanced customer experience.”

Matthew Dudleston, Sales Director, Opus

During the discovery and assessment, we evaluate how well the company’s current equipment meets their new hybrid working requirements, make suggestions as to how they can leverage existing investments to achieve more, and recommend **steps they can take now or in the future** to adapt their technology strategy around their business.

Our free virtual consultation supports businesses with:

- Assessing their current communications estate
- Identifying gaps and highlighting areas for improvement
- Recommending bespoke solutions to support remote working

Explore our range of **customer success stories** and discover how we've already helped businesses gain a competitive advantage and future-proof their communications estates.

“As an independent technology provider, we assist organisations with their business challenges and help them remain agile in a rapidly evolving market.”

Paul Allen, director at Opus



Click the button below to request your free virtual consultation and start taking steps to improve business communications across your telephony, security and connectivity today.

[Book Now](#)

# About Opus

Opus is a trusted, independent technology services provider delivering communications, contact centres, collaboration, mobile, IT and managed print solutions to medium and large enterprises nationwide. We integrate best-of-breed solutions and provide them as a managed service with caring personalised support.

We hold the prestigious Institute of Customer Service ServiceMark accreditation, which only 5% of institute members possess and even fewer in the telecoms industry. We regularly achieve Net Promoter Scores in the mid-70s against an industry average of 15.

Opus focuses on a select number of vendor partners to provide specialist engineering support. We strive to hold the highest levels of accreditation with those partners and are currently Platinum Partners with Mitel, Gamma, 8x8 and Cirrus, and a Gold Microsoft Partner. This affords us preferential pricing, support and a seat at the table with partners when new services are being discussed and agreed. We were the first UK reseller to achieve 8x8 deployment certification, second only to one other organisation in the US.

Get in touch today to see how we can help.

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