



OPUS™

Redesigning Housing's Estate

HOUSING

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

Transformation in Housing cannot be solved by focusing on any one area. Every aspect of the housing sector must find ways to redesign services and meet the challenges of tight budgets. In light of this, every housing association must address the management of its estates. The office is no longer the only place where value is created so housing providers must get the property resource "right" to achieve save money and create efficiencies. But what are the best tools to help achieve these goals in a fast-evolving digital age in a post pandemic world?

Better Property Management

It all starts with communication. Communication within any successful Estates department needs to flow easily and tick like clockwork. Housing's Estates teams need to be able to communicate with each other across buildings to provide more flexible office solutions, use current office space more efficiently and create more adaptable buildings whilst avoiding wasting materials, resources and costs. To achieve this, estates teams need an all-inclusive communications platform standardise, integrate and open up better ways of 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 Healthcare. 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 Housing's Estates?

- Better value for money
- 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 the Housing Sector, Opus can provide advice and tailor solutions.

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 Housing 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 UC 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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