



# OPUS™

## Transforming Tenant Relations

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.

Since the pandemic began, the world has become more digital, social housing providers need to speed up the pace of transformation and find new ways to meet their tenant's expectations. Tenants want different ways to interact with their housing providers, be it text, call or social media. They want quicker conversations and more responsive services. But what are the best tools to meet the changing needs of tenants? And how can Housing Providers keep up with the fast-evolving digital age?

# Raising the Level of Housing Standards

**It all starts with communication.** Communication within any successful technical department needs to flow easily and tick like clockwork. Technical teams need an all-inclusive communications platform to catapult productivity and better engage tenants. With the right communication infrastructure, technical teams can make it easier for staff and tenants to manage all aspects of their day-to-day interactions, no matter where they are, providing excellent services with any communication tools they need, whenever they need it.



Less than half have adopted cloud-based solution, potentially paying for expensive maintenance and call costs.



## 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 the Housing Sector. 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 Technical Teams?

- Better collaboration and information sharing among staff, tenants, contractors and suppliers
- Tools that fit into existing IT frameworks, leveraging them for added value and increased return on investment
- Minimised cost and improved service levels
- Increased operational efficiency and level of housing standards
- Customer/Tenant satisfaction

# 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 to meet the specific needs of Housing's technical teams.

## Better Engagement, Better Productivity

If you'd like to opportunity to combine all of your different communications needs (email, instant messaging, voicemail, video conferencing, or telephony) into a single, simple strategy, then *SIP trunking* can be a huge enabler of the adoption of UC strategies.

A SIP trunk can allow a user to control a unique ID or multiple numbers no matter which network they are connected to or which device they are using.

Opus offer a single supplier solution for all SIP trunks, calls and lines, phone systems, cloud, mobile and internet communications, plus managed print and IT support. They offer Housing Providers with the opportunity to reduce cost and complexity for their communications, whilst adding flexibility and mobility to the wider technical department.

73% of respondents placed a value on a single supplier for IT and communications.

## 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 Housing 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 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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