



OPUS™

Regenerating Estates in Local Government

LOCAL GOVERNMENT

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

From public libraries, schools, community facilities and leisure amenities, local government manage a wide range of estates. From the front to back office, local government's estate's function needs to find new ways of working, overcoming departmental silos, hybrid working, and creating a shared, integrated and flexible workplace. But with more than two thirds of publicly held estates belonging to local authorities, what are the best tools for estates teams to optimise their working environments?

Shrinking the Estate

It all starts with communication. Communication within any successful local government department needs to flow easily and tick like clockwork. Local government agencies need to bring work in partnership to implement projects to help manage their assets more effectively, delivering better services and growth¹. Estates teams need an all-inclusive communications platform that will catapult productivity, maximising savings and efficiencies. And, with pressure on all organisations to build better workplace tools, local government need to embrace smarter, more collaborative ways of working and using space.



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 Local Government. 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 value for money
- Achieves a shared, flexible and integrated estate
- Better asset management and increased productivity
- Alleviates technological challenges
- Release underused land and buildings to stimulate growth, regeneration, new housing and jobs
- Enables mobile working across different geographical areas

Communications Connecting Local Government

Opus is one of the few remaining independent and privately-owned communications providers in the UK. Providing high quality services and solutions to local government, Opus can provide advice and tailor solutions to meet the specific needs of Local Government's Estates 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 Local Government 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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