



OPUS™

Achieving Change in HR

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.

The local government's workforce is changing. With the pandemic and challenging economic climate, the number of staff employed by councils is likely to shrink. There will be more joint and mobile working and councils will need to find new ways to manage, motivate and engage their staff. But what are the best tools to meet the changing needs of local government staff, employees, and potential candidates? And how can HR teams keep up with the fast-evolving digital age?

Communications

The Most Important Skill

It all starts with communication. Communication within any successful HR department needs to flow easily and tick like clockwork. Good communication helps staff work more responsively and collaboratively with colleagues, partners and customers. HR teams need an all-inclusive communications platform that will catapult productivity and speed up workflow. Communication tools can help HR teams to be more flexible and more accountable. Communication becomes more fluid, bringing efficiency, collaboration 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 Local Government. It lets users communicate and collaborate in flexible and intuitive ways, and is well known for increasing productivity and improving collaboration.

Benefits of Unified Communications for HR?

- Support behaviour change so staff can deliver services effectively
- Manage and explore a range of communications channels so colleagues have the opportunity to have their views heard and responded to
- Extend their range of influence beyond the traditional HR relationship

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 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 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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