



OPUS™

Becoming Collaborative 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.

Local government has made huge progress in helping their communities access services online throughout the pandemic, but technical teams still work with legacy infrastructure, archaic phone systems and limited bandwidth. These systems no longer meet business needs. The technical infrastructure is critical to Local Government to help teams easily talk to citizens, communicate across departments and share information with suppliers, receiving quicker responses and achieving a streamlined workflow. But what are the best tools for technical teams as they push to save money and find technology for smarter working?

Better Connected Councils

Communication within any successful technical department needs to flow easily and tick like clockwork. Technical teams within local government can benefit from a more unified approach to communication with an all-inclusive communications platform. With the right tools, teams can offer better services to citizens, catapult productivity and keep staff up to speed with everything. Technical teams need online communication tools to better manage IT, reduce running costs and improve services for staff.



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 Local Government. It lets users communicate in flexible and intuitive ways, and is well known for increasing productivity and improving collaboration.

Benefits of Unified Communications in Local Government?

- Increased employee productivity as employees can choose the best form of communication for the task at hand
- Brings together disparate workforces
- Enables teams to work remotely effectively
- IT staff can deploy applications in a common environment
- Reduced need for the IT department to monitor network usage for bandwidth management and data security

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 Local Government, Opus can provide advice and tailor solutions to meet the specific needs of Government'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 Local Government 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 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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