

A photograph of three business professionals in a meeting. A man in a dark sweater is holding a tablet and looking at it. A woman with long blonde hair is looking at the tablet. A woman with curly hair is looking at the man. The background is a modern office with large windows.

OPUS™

Driving Third Sector Innovation

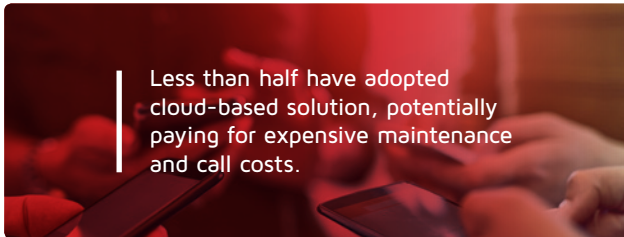
THIRD SECTOR

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 Third Sector is facing multiple challenges. They need to find ways to make the best use of funds whilst under pressure to achieve this with less resources. The adoption of technology is imperative to driving positive change within the sector as it has great potential to transform the sector as a whole. The right technological tools can unite communities and provide bridges between different sections of society, delivering the public services so vitally needed. But what are the best digital tools for the Third Sector to help them achieve their goals since the pandemic?

Introducing a New Digital Culture

It all starts with communication. Communication within any successful Third Sector technical department needs to flow easily and tick like clockwork. Charities need to connect with people and should be communicating proactively in order to provide donors, staff and beneficiaries with information on all fundraising and internal/external activity. Whether it's integrating new tools with existing systems or finding new ways to have seamless conversations, independent of channels and platforms, technical teams need an all-inclusive platform to better reach supporters and interact with 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 the Third 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 in the Third Sector?

- Controlled running costs
- Brings together disparate workforces
- Enables teams to work remotely effectively
- Build stronger connectors with donors
- 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 the Third Sector

Opus is one of the few remaining independent and privately-owned communications providers in the UK. Providing high quality services and solutions to the Third Sector, Opus can provide advice and tailor solutions to meet the specific needs of Third Sector 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 the Third Sector 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 Third 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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