

# Adapto



## Smarter Working for a Smarter Government

[adapto.co.uk](http://adapto.co.uk)

# Smarter Working For A Smarter Government

**The potential for cloud technologies to improve service delivery, increase security and radically overhaul working practices across Central Government has long been acknowledged. But if these advantages are to be pressed home, it is vital that Whitehall organisations and functions work together to take full advantage of the benefits.**

Those that do will find themselves getting more from their cloud investment, while increasing value for money and efficiency – mainly through the capacity for their systems to deliver enterprise wide access to data, SaaS tools and applications and, especially, greater flexibility for smarter working.

The notion of smarter working as an alternative to the office and desk-bound culture of previous generations of civil servants has been gaining traction for several years. Now, as attitudes towards government work is seen as a thing we do and not just a place we go, the viability of remote working tools increases and it is becoming common practice across departments, agencies and NDPBs.

The Government 'office' of the future is starting to look increasingly like one in which permanent workspaces and structures give way to a more fluid arrangement of open air seating, smaller hub spaces and collaboration rooms.

More significantly, it is one characterised by remote working from home, cafes or on public transport, made possible by advances in mobile networking technology and cloud based unified communications.





As far back as 2008, Government plans for the future of its workforce were outlined in *Working Beyond Walls*. The Government workplace as an agent of change.<sup>1</sup> “Work is what you do, not a place you go. The next generation of workforce will know that and be ready and able to work anywhere.”

Today, in line with that vision, Government teams are moving away from a basic telephony culture, and towards communication technologies that support a dispersed workforce.

None of this has happened in isolation, of course. In parallel with the rise of multi-channel, unified communications, and taking full advantage of the flexibility they provide, the Government has committed itself to the adoption of smarter working – officially launched as a policy for all Whitehall departments in 2013, and since taken up widely across the public sector as a template for better, more efficient working practice.

# The Four Pillars of Smarter Working

Smarter working is an all-encompassing commitment to creating the best possible working environment. With the help of technology, it is an approach to work that brings flexibility, collaboration across teams and productivity. Following the smarter working model, staff technology moves beyond the desktop computer towards the utilisation of a range of devices and software that we are all accustomed to using outside of work.

**Smarter working happens where IT, workplace and culture all align to meet the needs of staff and is embedded by 4 key pillars:**



Workplace &  
Workspace



People / Culture /  
Leadership



Technology



Processes

**When these 4 pillars of smarter working are taken into account, new dynamics of work across the entire Central Government infrastructure can be realised.**



# Towards a New Way of Working for Central Government

Smarter working was born out of The Way We Work, (TW3) a proposal for Civil Service reform published in 2013. It is a concept that has evolved considerably over the years as technology has developed and learnings are embedded as best practice. Nevertheless, it remains central in the Government's journey towards modern ways of working and the core around which new Government Hubs are conceived and built.

At the heart of its technology pillar is a promise that 'Technology will enable a digital workplace that is mobile and accessible, enabling collaboration, document sharing and communication'.

That means the focus for Government IT must be on empowering employees wherever and whenever they work with technology, tools and access to systems and data that is fit purpose and equipped to accommodate an ever faster pace of change.

Even in 2013, TW3 was predicting that *'The 'device of the future' for government users will increasingly be the same as the devices people use in everyday life – easy to use, flexible and almost 'invisible'<sup>2</sup>*. Smartphones and tablets, remote server access and web conferencing were all identified as technologies likely to play a more and more important role.

The report also recognised the importance of emerging cloud technologies in integrating this dispersed estate of home and office IT.

Today, the divide between personal and work IT is so indistinct as to be practically non-existent with video conferencing platforms, VOIP applications, social media channels and networked mobile devices all an integral part of our private and professional lives.

To get the most from them and to unlock the true potential of 'work anywhere' technology, however, it is vital that Government continues to push infrastructure services to the cloud to allow fully flexible and agnostic access to all these unified communications channels for the benefit of its entire workforce.

# Enabling a More Effective Civil Service

**Ongoing adoption of cloud-based systems and networks will continue to improve the reach and quality of remote working for the thousands of Government employees who now work smarter outside the traditional office environment as a rule rather than an exception.**

It is also critical in helping the Civil Service meet the additional challenge of fulfilling the growing expectations of citizens for high quality services delivered at speed through the channels they feel most comfortable using; and the increased competition from the private sector for brightest, most ambitious members of the workforce:



## Improved service delivery

Such is the ubiquity of online citizen services today, it's sometimes easy to forget there was a time when taxing our vehicles, filing a self-assessment form, registering a birth or accessing one of hundreds of other Government functions couldn't be achieved with a few clicks on our computer screen.

Nowadays, that freedom and flexibility extends to mobile platforms, Live Chat channels allowing users to talk one to one to Government advisers, and a wealth of information services in an API economy that links a once sprawling Government IT estate to deliver answers to Citizens' enquiries in minutes instead of days or weeks.

All this is made possible by advanced multi-cloud architecture, which, over time, is being implemented across the board as part of the Government's long running 'Cloud-First' policy





### **Attracting the brightest and best**

A crucial element in securing the best talent has always been the provision of working conditions that match, or even exceed what major employers in the corporate world can provide.

A Cloud-First Civil Service is one that is able to offer conditions and opportunities to the leaders of tomorrow built around flexible working arrangements and the very best IT technology for communication and collaboration.

A whole generation seeking employment today has never known anything other than an 'always on' digital culture in which they can switch effortlessly between real and virtual worlds in both their personal and professional lives. A Civil Service that can provide all these things will continue to attract and retain the high calibre individuals needed to maintain its exceptional standards for years to come.

# Creating More Value from Microsoft Teams

## Nvoice For Microsoft Teams

As communication and collaboration tools gain wider adoption, Microsoft Teams is fast becoming a single hub for teamwork, delivering a high-quality user experience for the workforce. Microsoft Teams brings people together to enable natural team working.

Many users of Microsoft Teams, however, have come up against some limitations. Although there is call functionality through the Microsoft Phone System, telephony is not at the core of Microsoft Teams.

It is essential for Central Government organisations to have high-functioning voice features for all communications between teams and with citizens, so having a telephony solution that works in alignment with Microsoft Teams brings about an invaluable advantage.

NFON, experts in cloud telephony, offer a suite of telephony solutions, all designed to match any type of government organisation as the mobile workplace becomes commonplace. Developing upon the capabilities of Microsoft Teams, they have used their experience and expertise in cloud telephony to add value to Microsoft Teams.

With Nvoice for Microsoft Teams, government employees benefit from a host of intelligent telephony features, within the familiar Microsoft environment, accessible from any location and any device, bringing better collaboration and improved productivity.

Nvoice also brings a high-quality user experience into Teams, meaning staff can derive even more value from Teams as meeting, chat, calling can all happen in one place.

Nvoice for Microsoft Teams leverages the enterprise PBX features of Cloudya – NFON's best ever cloud telephone system – to provide a fully immersive communications capability that can rival face-to-face communication and liberate staff from constraints of time, speed and space. Microsoft Teams already provides the benefits of cloud communications, but with Nvoice, significant cost efficiencies can be gained.





# The Customer Experience and the Smarter Contact Centre

## **Ncontactcenter**

An increasing number of public sector organisations are committing to optimising the customer journey. They are identifying the different ways customers interact with them and mapping out their preferred channels for communication in order to improve the customer experience.

NFON'S Contact Centre Solution, Ncontactcenter, offers a universal customer interaction platform that is feature rich and enables customer-centric communications across different channels.

With a user-friendly web interface, it provides the flexibility needed to meet the needs of the Central Government contact centres. Integrating across diverse channels – social media, web chat, email, SMS, Ncontactcenter provides innovative functionality for intelligent public sector contact centres for the delivery of personalised public services.

Integration and the capability to quickly merge existing virtual ecosystems is key to operational success. With Ncontactcenter, organisations can eliminate high-maintenance, legacy on-site infrastructure and benefit from cloud technology to facilitate the integration and merging of existing virtual ecosystems, such as CRM solutions and other common tools and platforms.

Hosted in the public cloud, Ncontactcenter can be accessed anytime, anywhere and with any web-enabled device. It requires no physical space nor hardware or software investments or deployment, helping customer service agents deliver superior customer experiences, at minimum costs and yet with maximum scalability.

# Advancing Internal Communications

## Cloudya

With numerous telephone numbers, inboxes and communications tools, it's easy for staff to miss important calls and messages.

NFON's Cloudya solution makes communications simple and intuitive as it only requires a single telephone number and inbox for reaching every member of staff in any team. With fewer missed calls and messages, interactions are immediate, more responsive, maximising productivity.

Cloudya overcomes the issues that frequently come with complex communications solutions that are difficult and expensive to deploy and maintain. Cloudya simplifies deployment, management and support, reducing the workloads of technical staff. As no physical infrastructure is needed to manage, and with simple tools for adding and managing users, IT can focus on more value-added work.

Cloudya connects staff wherever they are working and on any device. This leads to quicker communications, better collaboration opportunities and cost efficiencies.

## Unifying The Smarter Working Landscape

Advances in IT and integrated cloud networks that combine telephony data, applications and analytics in a unified suite of resources are having an impact on work patterns as profound as any in the industrial revolution.

The Civil Service is no more or no less susceptible to these changes than any other organisation. Failure to embrace their potential would be a failure to meet the expectations of citizens. On the other hand, getting it right means a more productive, more socially and economically beneficial and far more sustainable Whitehall infrastructure.

From a slow start a few years ago, when the cultural resistance and the persistence of legacy systems hampered progress, Central Government is now becoming steadily more agile and responsive, aided by unified communications tools that are helping to power the smarter working revolution.

NFON's Cloudya, Nvoice for Microsoft Teams and Ncontactcenter can support the fostering of innovative, connected, collaborative cultures, all central to Government's ambitions. Raising the dialogue between the public sector and the citizens, these industry leading solutions bring new levels of collaboration opportunities for staff and personalisation for deeper, richer relationships with citizens.

NFON are offering their readers exclusive access to complimentary government papers from their online reading library:

### Smarter Working Series



› General Practice & Community Care



› Local Government



› Central Government



› Housing



› Charities & Not-for-Profit



› Schools



› Colleges and Universities

### Smarter Working - Devolved Perspective



› Enabling A Smarter Scotland



› Enabling A Smarter Northern Ireland



› Enabling A Smarter Wales

### The Opportunities for Cloud Telephony Series



› Customer Experience Management



› Estates Management



› Finance Management



› Human Resources



› ICT Management

# NFON

NFON simplifies communication. Every day we offer companies across Europe intuitive communication solutions to improve their business. NFON was founded in 2007 with the aim to revolutionise communication. In order to deliver the best customer experience and accelerate our growth, we have a very strong partner network across Europe, with over than 1,000 partners – from small IT experts to large system integrators.

## GovNewsDirect

This paper was built in partnership with GovNewsDirect. GovNewsDirect specialise in facilitating innovative and engaging partnerships between the private and public sector.



+44 330 133 2510

 [adapto.co.uk](http://adapto.co.uk)

NFON is a registered trademark of NFON AG. All other trademarks are property of their respective owners. © NFON AG, April 2018

**Adapto**



**NFON**  
Cloud Telephone System