



**Adapto**



# The Opportunities for Cloud Telephony in **Human Resources**

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In a political and economic climate that demands the public sector finds ever more cost-effective ways to deploy its budgets while maintaining the highest standards of service delivery, attention is turning to cloud telephony for the flexibility and value for money it brings to communications in every context.

**Cloud telephony puts the telephone network wherever the internet is, allowing staff to communicate across any number of platforms using their mobile device, PC or existing extension. It removes phone systems from the limitations of fixed line networks and physical exchanges by placing everything on remote, secure servers in the cloud.**

**But what specific advantages does it offer public sector organisations from the perspective of their Human Resources Managers?**

For the HR department, the importance of a communications infrastructure that is efficient, scalable and flexible enough to cope with the changing demands placed on those who use it is especially pertinent. After all, the ability to communicate and share information quickly and easily, even over a distance, is fundamental to how well people are able to perform in their role and, in turn, how fulfilled and committed they feel in their in their job.

Cloud based telephony can help facilitate all this and more by introducing enterprise level functionality and over 150 intelligent features to aid productivity and enhance the working environment for employees at all levels.

One of its most critical contributions is to bring unlimited flexibility to where and how staff make and receive calls by decoupling the telephone from a fixed line network and replacing it with crystal clear, encrypted calls over the internet using existing extensions, DECT phones, mobiles, tablets or PCs.

When individuals, teams and whole agencies are no longer limited to where they work by a fixed line, remote and home working becomes a much more practical proposition. And along with it, all the productivity benefits that are now widely acknowledged as a result: reduced absence; improved morale and wellbeing; better staff retention; and a higher standard of candidates for new roles.

Research shows employees in all sectors value the opportunity to work from home and manage their own time proactively at least as much as a rise in salary, leading to greater job satisfaction and increased productivity. By the same token, remote collaboration over voice conferencing networks offers significant savings for the public sector in the costs of travel to and from meetings and of overnight accommodation.

Another critical benefit of cloud telephony is the flexibility it offers to reconfigure features, workgroups and extensions without the need to physically reroute or add to a fixed line network. When departments are merged, new roles added and staff relocated, new user extensions can be set up quickly and easily by anyone with administrator privileges.

In the same way, systems can be scaled to include additional staff onsite or at remote locations during periods of high demand for public service providers.

Measured against conventional PBX networks, cloud based telephony delivers much higher pound for pound specification and performance, plus a host of intelligent features to integrate users on a wide range of devices and channels. When procurement success is measured increasingly in the quality of its required outcomes, it offers real, tangible fiscal and social value.

The NFON Cloud Telephone System has the flexibility to precisely meet your particular needs, then easily grow when required.

- › **Future-proofed and flexible**, the NFON Cloud Telephone System is always at the leading edge of technological advancements and scales seamlessly – making it the perfect solution for organisations of all sizes.
- › **Internet connectivity** delivers phone calls from anywhere with an internet connection – at work, on the move or at employees' homes.
- › **Same numbers and seamless migration** mean organisations can keep their existing switchboard and extension numbers. The transition is seamless, with zero operational interruption.

› **Over 150 advanced features** enable smarter working – Advanced functionality is included for workgroups of any size, such as mobile phone integration, telephone conferencing call control, smart queuing, call routing, multi-office connectivity and call coaching.

› **Reliability and technical excellence** are ensured through NFON's carrier-grade, enterprise-level service. It enables high-quality voice connections via a central telephone system managed by NFON, in high-availability, geo-redundant data centres.



### Full integration with Microsoft Teams

NFON's full integration with Microsoft Teams delivers a genuinely unified communications solution that equips you with a feature-rich, enterprise-grade telephone system for enhanced collaboration. Screen sharing and audio/video conferencing enable better cross-agency working and more effective sharing of resources.



### Contact Centre

A professional cloud contact centre delivers omni-channel presence, allowing you to interact with service users whenever, wherever and however they choose.

# More options, More Value

The extra benefits of the NFON Cloud Telephone System include many more options, such as:

- › Call recording
- › Mobility
- › Computer telephony integration
- › Call reporting

## GovNewsDirect

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### NFON features that help you achieve your objectives

- › Integrating mobile workers frees up office space to reduce costs and average working space
- › With everyone on one system, staff effectiveness, collaboration and motivation is improved
- › Microsoft Teams integration supports inter-department collaboration that improves resource utilisation and decision making
- › Enterprise-grade telephony system with enhanced features – including omni-channel contact centres – improves customer service experience
- › Technology upgrades improve efficiency without capex outlay

**NFON has been approved by HM Government as a supplier under the auspices of its G-Cloud procurement initiative. Its award-winning solutions are now available to the UK public sector through the government's digital marketplace. NFON provides clear, integrated, communications through the cloud for the public sector.**

+44 330 133 2510

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