



UNIFY
atos collaboration solutions

CLOUD UC 101

**Introducing Daisy's OnlineUC Unify
solution to non-IT stakeholders**

A practical toolkit for local government

Demonstrate the benefits of cloud-hosted unified communications (UC) to colleagues, stakeholders and other influencers in a way that resonates with your organisation's visions and objectives.

How to use this tool

You've decided that your local government organisation needs to consolidate its communications systems into the cloud – for the sake of your colleagues and citizens and to become agile in the digital age. Now it's time to get your fellow decision-makers and stakeholders on board.

The benefits and applications that are most relevant will, of course, depend on the unique needs of your organisation to support the services and functions you deliver to your community. So too will the way you present those benefits to key stakeholders.

This guide provides a structured, jargon-free and comprehensive menu of cloud-hosted unified communications (UC) benefits, designed to address the priorities of key stakeholders from Chief Executive, Heads of Finance & HR, Director of Communications and beyond.

It allows you to “mix and match” these benefits to create a tailored, coherent business case for your organisation.

Cloud UC from Daisy and Unify

A clear and obvious choice

OnlineUC Unify is a managed voice and UC service from Daisy that is underpinned by proven PSN-accredited Unify technology. Choose us to design and roll-out your cloud-hosted UC solution and be fully confident of:

- Game-changing collaboration experience for your employees and citizens alike that leverages existing IT investments and supports the diverse roll-out needs of local government
- Thirty years of Daisy expertise in empowering organisations through integrated technology
- A combined solution that is flexible to meet your needs today and tomorrow to deliver services and functions to your local citizens and community

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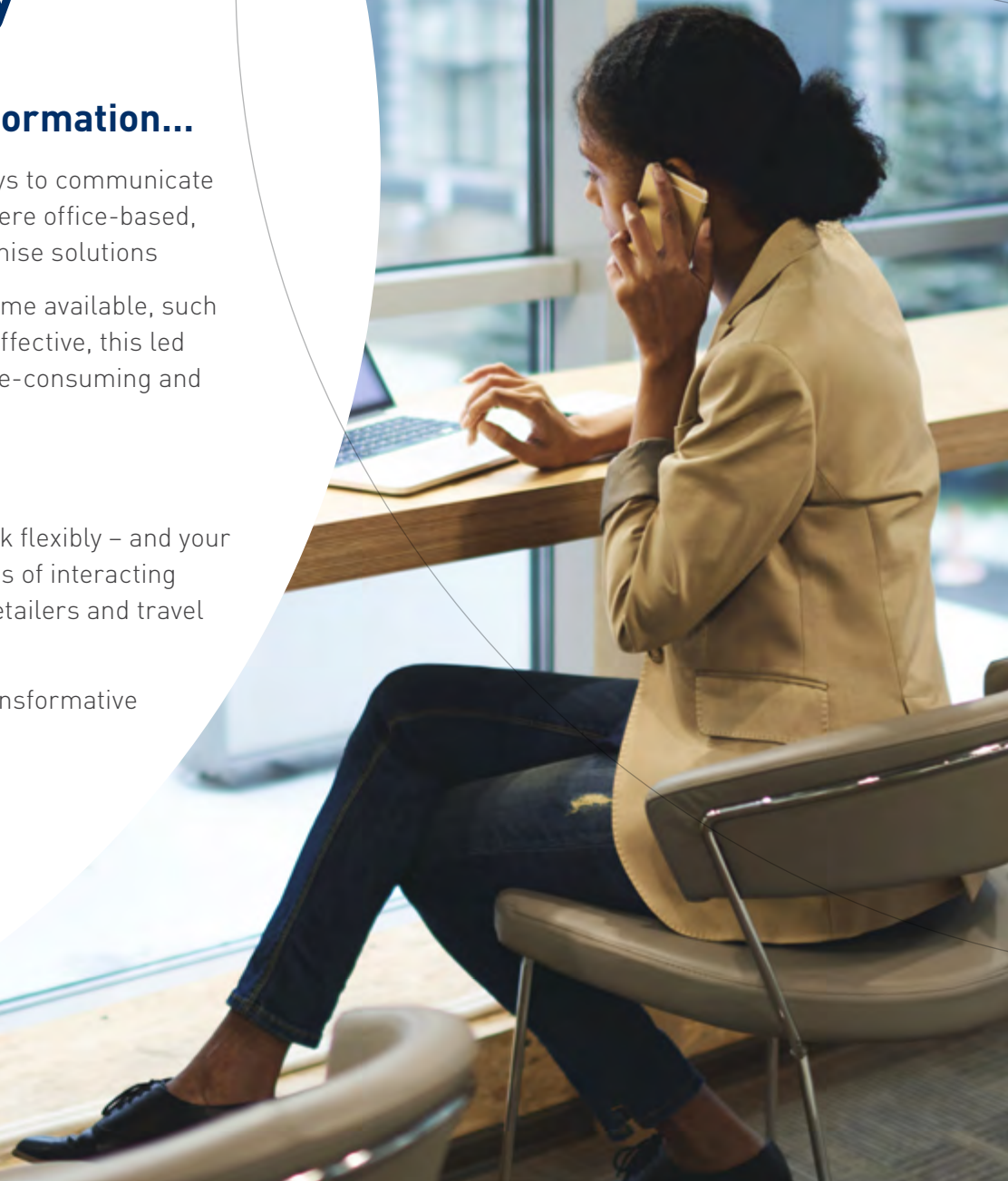
Yesterday & Today

The world as it was before digital transformation...

- Local government organisations have always needed ways to communicate both internally and externally. Traditionally, employees were office-based, and communication was primarily by phone with on-premise solutions
- As technology evolved, new ways of communicating became available, such as email and web-based services for citizens. Although effective, this led to multiple stand-alone solutions that were complex, time-consuming and costly to maintain

The world as it is today...

- The challenge now is employees expect to be able to work flexibly – and your digitally savvy citizens have increasingly high expectations of interacting with you in the same seamless way they do with online retailers and travel booking sites
- A hosted UC service that resides in the cloud offers a transformative solution to these issues





How It works

The Cloud UC difference

- A complete cloud-hosted UC solution makes collaboration between employees and citizens far more flexible and efficient
- How does it do this? By delivering all your traditional communication features and functionality hosted in the cloud with the latest UC tools as well
- You have complete flexibility with access to services, features and functionality when you need it – scale up, or down as required. And the ability to easily add or remove users
- You have total control and own the pace of your roll-out and what that looks like – with flexible options to meet your budget requirements and needs
- You can overlay the solution and integrate with your existing IT – making sure that you can fully maximise your existing investments
- OnlineUC Unify comes with PSN compliant security that is built-in and centrally updated





Agility & Collaboration

Say goodbye to wasted time and being tied to a desk by outdated communication tools



Greater agility

Cloud-hosted UC is faster to roll-out than traditional on-premise solutions



Flexibility

Employees can collaborate from anywhere, any time, on any device



More productive

The whole team has access to the same information, at any time, enabling them to work more efficiently, resolve issues quicker and make faster decisions



Improved user experience

...for your employees and the local residents and communities you serve



Total control

Migrate at your pace based on business needs and not dictated by technology



Managed centrally

Better utilisation of your IT resources with simplified IT management



Reduced carbon footprint

Eliminate the need to travel for face-to-face meetings linking colleagues by video



Better security

No single point of failure, a PSN-accredited solution





Meeting Expectations

Respond to citizens and local residents quickly, while improving the experience for your employees

- **Seamless experience:** With an agile collaboration solution, you are better able to meet the increasing expectations of your digitally-savvy local residents for a seamless experience when interacting with you
- **Be more effective:** with the right collaboration tools your employees have fast access to the right people and information on the first attempt, regardless of where they are and what device they are using
- **Flexibility:** ability to scale up to meet unforeseen demand that might be the result of a local crisis or incident
- **Quickly exploit new tech:** access new services, features and functionality when you need them. Integrate multiple applications, and add and delete users quickly and easily
- **Maximum choice:** multiple apps and services, and the ability to change roll-out methods, all with no impact on the underlying cloud architecture
- **Centrally managed:** with less equipment on your premises, predictable costs mean cost savings and a greener more efficient way to communicate





Cost-effectiveness

Do more with less and future-proof your communications

- Eliminate costly maintenance and support of complex, ageing IT infrastructure
- No need for upfront capital investment with flexible licencing options
- Greater management and understanding of your costs by allocating spend by business unit or department
- Effective collaboration tools help improve productivity, shorten timelines, and drive cost-efficiency
- Improved end-user experience helps you retain your employees





Improved Security

No single point of failure and built-in PSN-accredited security

- PSN-compliant security is built-in, not bolted-on later
- Organisations can reduce risks and ensure the privacy and protection of both employees' and residents' confidential information and data
- End-to-end security within the cloud means there is no need to retrospectively apply security controls as a separate task
- Compliance assurance as the solution is designed, built and implemented around CESG* Cloud Security Principles





Making It happen

Choose Daisy's OnlineUC Unify solution for an incredibly easy, flexible and cost-effective set-up and roll-out

OnlineUC Unify is provided with a single point of contact. There's no need to worry about existing contracts as we take care of that and provide a seamless transition

OnlineUC Unify is available as a PSN-accredited secure solution for the public sector



Sample Applications

With its flexibility, OnlineUC Unify improves team communication by uniting all their communications and enables them to deliver a better citizen experience



Enhanced multi-media contact centre solution with outcome routing makes for a better citizen experience with first-time resolution. The use of Contact Centre services are on the increase, and how people communicate has changed. More and more people rely on a range of communication options beyond just voice. There is an opportunity for local government organisations to broaden their use of Contact Centre technology to improve the citizen experience, e.g. providing access to a service via webchat or bot enabled query handling – and the use of interactive voice response (IVR), where once the citizen has communicated their query the system picks up on keywords and routes the call to the most appropriate agent.



Mobile client for employees to use their own devices for maximum efficiency and user experience. Allowing employees to choose their own devices significantly increases user adoption of UC tools and helps to reduce the number of devices a local government organisation requires.





Contact Us

For a tailored assessment of how Daisy's OnlineUC Unify solution can help you meet your organisation's own unique goals and challenges, contact us today:

Call 0344 863 3000

or visit dcs.tech/online-uc-unify

we are **daisy.**
dcs.tech