



Leading digital transformation in Local Government

Digital transformation gives you the power to do more with less and make communities stronger. Find out how our digital organisation solutions can help you to make lives better.



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Improve services and reduce costs.

Millions of people rely on essential public services but the needs of their communities are changing. Residents are living longer. The demand for social care is rising. More people need more resources. And increasingly many of us are choosing to communicate online or via social media. Local government organisations are looking for new approaches to help them improve and manage customer relationships, collaborate with colleagues, partners and suppliers, integrate health and social care programmes, and achieve efficiency and cost savings. But how can organisations transform themselves and respond to the pressures they face?

Our solutions can improve organisational effectiveness, allowing you to do more for your citizens and deliver cost-effective services at the same time. We'll help you implement technology that makes it easier to manage people, reduce costs, collaborate on work and ultimately, make lives better.

Transform your organisation, services and delivery

Today's always-on, want-it-now world is being driven by mobilisation. People want the ability to work wherever, whenever and however it makes sense. But they need the devices and technology that can help them to collaborate so they can balance their workload, manage their diaries and stay productive.

As central government gives more power to local government organisations, the pressure to collaborate and share information is going to grow. So there's never been a better time to be part of the vision to deliver a local government service that's fit for the digital age.

Fully integrated communications are your first step towards increasing collaboration. You'd have the tools and technology that make it easier to work with your colleagues, partners and suppliers, and engage your citizens and communities.

Bringing together your voice, video, and data over a single network can help to make your communications more effective and easier to manage while lowering your IT costs. You can run all applications and services – whether they're on-site or cloud-based – smoothly, and access your devices and data quickly.

Keeping all your information in one place makes life easier. Your people can access the documents they need, whenever they need them. Changes and updates are made in real-time, so staff know they're always looking at the latest version. They can keep up to date with your organisation's business plans and be better informed about budgets, initiatives and policies.

Create better relationships

Collaborative technologies support teamwork by allowing staff to interact in real-time. People can send messages and share files. Pool expertise and make faster decisions. Meet deadlines and roll out projects faster and more successfully.

Mobile workers have the flexibility to work from multiple locations. They can access the same resources and information as easily and securely as if they were in the office – even if they're using their own devices. Plus, video conferencing allows people to meet face-to-face from wherever they are, helping to improve relationships while saving the time and cost of travel.

Fully integrated communications can also help you to develop more interactive relationships with your citizens. You can offer them a choice of ways to contact you and share their opinions. Their feedback can help your local government organisation to provide more relevant services that are customer-led and insights-driven.

Mobile devices are helping businesses to achieve efficiency and cost savings of 9.4 million hours and £2.2 billion per week.¹

A joined up service brings costs down

The Unified Communities Over Regional Networks (known as UNICORN) Partnership was created to allow eligible public sector organisations to join together to deliver public services. BT provides support to UniCORN partners by assessing technology solutions and recommending those which offer partners the best value.

Through UniCORN, BT has helped Surrey County Council and the unitary authorities of West Berkshire, Windsor and Maidenhead, Wokingham, Bracknell Forest, Reading and Slough to unite over 20 separate agencies, including emergency services, healthcare, and education.

Here's how we did it.

- 1 Installed Ethernet Connect, a single, managed high-speed network that connects 1,800 sites. It gives users access to a central set of IT resources and allows them to **share sensitive information across a secure network**, rather than the internet.
- 2 **Improved communication and collaboration** between colleagues, customers, partners and suppliers with BT One Cloud Cisco hosted voice services. Staff have access to a full range of collaboration tools, including mobility, presence, instant messaging, unified messaging, HD video and HD voice. It means they can work more efficiently and with other agencies, whether they're in the office or on the go.
- 3 **Reduced call costs** with BT One Voice SIP trunking. Calls are made over an IP (or internet) connection, rather than traditional phone lines. Voice calls are prioritised over other data so even if everyone in an office is using the internet, calls will always get through.
- 4 Installed internet access with high-speed BT Connect broadband services, **making it quicker to send and download files**.
- 5 **Helped organisations to handle calls more quickly and efficiently** with BT Cloud Contact. This flexible, responsive service makes it easier for callers to get through.
- 6 **Saved organisations time and effort** with BT Service Management. We look after our customers' network and IT solutions, freeing up their internal staff to focus on more strategic projects.
- 7 Provided peace of mind through BT Advise professional services. Customers rely on us to offer **expert and ongoing advice**, and trust that any solutions we recommend are suited to their unique needs.
- 8 Offered reassurance with BT Security services, which helps to **keep their network and their data safe and secure**.

You can trust us to deliver

Major advances in IT mean there's a range of options available. These will allow your organisation to meet the challenges of the future. But as your IT needs grow, you need a trusted provider to take away the complexity of choosing, migrating to, and managing the new technologies. So your choice of technology partner can make a big difference.

At BT, we're technology experts. We'll use our experience to help your organisation connect, collaborate, integrate and transform your services, by providing seamless communications and integrated IT services.

You can choose from our wide range of innovative and cost-effective solutions that can help you do more, with less. Whether your needs are complex or more straightforward, you can rely on us to provide the right solution. We can help you install a new IT system or upgrade equipment, allowing you to keep the best of your current IT in place. To help you maximise your investment, we'll make sure that all your IT – new and existing – works perfectly together.

Secure collaboration solutions

We understand that keeping your information safe is a priority. We'll help keep it protected with embedded security in all of our solutions. You can store all your confidential data, such as business plans, financial records and citizens' records on your network, knowing it can only be seen by approved staff. What's more, if you choose a managed service, we can take away all of the time and effort involved in managing your ICT and we'll take care of everything.

How we can make a difference

We work with some of the leading global specialists, including Apple, Avaya, Oracle, Cisco, and Microsoft. Our combined expertise means we can offer you a choice of the best technology, solutions and services. By choosing BT, you can make your working life simpler. By bringing all your ICT together in one place, with a single provider.

Our portfolio designed around you

We know you're under pressure to deliver operational effectiveness and digital transformation that can take your organisation forward – finding new ways to improve services while controlling costs. We can offer you connectivity that empowers and improves collaboration and allows your staff to work however and from wherever they want. We can integrate teams, departments and agencies, helping them to share services while making sure your network and data are secure. And we can make it easier for citizens to access your network and your services.



Collaborate more efficiently with colleagues and other agencies with:

Better collaboration

Unify your communications on all devices. For quick, easy, and effective collaboration, you can use voice calls, instant messaging, conference calls, video calls, status updates, and document sharing – all through one connection. Work on your PC at your desk or your smartphone or tablet on the move.

- Give mobile users the calling features they need, including transfer, conference, hold and resume.
- Help busy employees to meet face-to-face without leaving the office.
- Make it as easy for staff to use video as it is to use voice, regardless of location.
- Remove the need to switch between web-based and desktop applications when collaborating with others.
- Build relationships with friendlier messaging-based communications.
- Provide a consistent user experience.

The best network

Whatever you want from your connectivity, BT Connect has it all. Our market-leading network services can connect you to your citizens, colleagues, supplier and the world. Designed as the foundation for a unified communications strategy, BT Connect allows you to bring your voice, video, mobile and conferencing services together, effortlessly.

- Tailor your network to suit your needs.
- Improve the performance of your business critical applications.
- Run apps smoothly and access them from any device via the intranet, internet, cloud or your network.
- Consolidate and streamline connectivity across your organisation to give you more control and flexibility at a lower cost.

Share information safely and securely with:

Security and Data protection

Organisations have a duty to protect citizens' data. They need to look at the way they collect, process and store information to make sure their system complies with regulations. They also have a duty to protect their data from ever increasing cyber attacks and security breaches. Protect your highly sensitive information with BT Security.

- Securely link people, devices, and files across locations.
- Allow safe, remote access and help to boost collaboration and productivity.
- We're able to monitor networks and manage devices in case they go missing or get stolen.
- Have the reassurance of knowing that your data, network and online presence is protected by the highest level of security.
- Have round-the-clock protection against cyber threats.
- Control what traffic enters and leave your network.
- Integrate your security features with other systems and platforms.

Advisory services

The right technology can drive collaboration. But how do you know what is best for you? BT Advise is our advisory service. Our ICT experts will start by understanding your organisation. What you do. How you do it. How you'd like your people to work, and what your citizens expect. Once we understand your needs, we'll come up with a solution, show you the benefits and put everything in place to get you up and running.

- Get expert advice so you can make an informed choice.
- We'll recommend the best options that deliver performance and provide a return on your investment.
- Access often scarce resources and expertise.

The cost of community-based care is expected to be £20,200 million in 2026.²

Organisation:
Milton Keynes Council.

Industry sector:
Public sector.

Location:
Bedfordshire.

Size:
Around 6,000 staff.

Challenge:
To help residents and visitors find empty parking spaces.

Solution:
A smart parking scheme uses wireless technology to help the Council identify empty parking spaces. Drivers can be directed to them via roadside public dashboards and Google maps.

Products:

- BT Mobility using Deteq sensor technologies.
- BT Connect.
- BT Wi-fi

Using our expertise to work for you

We know we can help your organisation to deliver better quality services. But don't just take our word for it. Here a real-life example of how BT technology is helping one customer to improve its service and lower costs.

BT help make parking pay in Milton Keynes

Milton Keynes is one of the fastest growing cities in the UK. Despite local infrastructure constraints, the Council was doing all it could to support expansion while trying to cut costs and meet sustainability targets. Joining forces with The Open University, BT and other partners, Milton Keynes Council formed a Smart City collaboration to rise to those challenges.

One of its first projects has been to tackle the city's parking problem. Around 7,000 of the city's 25,000 parking spaces were empty at any one time, often because people couldn't find them. Fuel emissions were going up as people were driving around trying to find spaces, and income from parking was going down.

Saving energy and the environment

A pilot was launched to manage the use of short-term parking spaces at the train station. Sensors, designed by specialist technology provider Deteq, and BT, were installed in the parking bays. Bonded to the tarmac, they're powered by lithium-ion batteries with an over four-year lifespan.

Using innovative wireless technology, the sensors beamed data about vehicles as they came and went to solar-powered repeaters mounted on lampposts. This information was analysed and results made available on the Council's public information dashboard, as well as via a browser that displays bay status as red (occupied) or green (free) via an overlay to Google maps. With the pilot a success, the Council is planning to extend the parking sensor network with the deployment of 250 sensors covering a section of the city.

“It costs around £15,000 to create a new parking bay. If we were to build new ones when there are 700 unused, we could be wasting truly significant amounts of money.”

**Brian Matthews, Head of Transport,
Milton Keynes Council.**



Why BT?

- We're networking experts and have invested heavily in our fixed, mobile and wi-fi networks to ensure we can provide excellent coverage and cost-effective access options to customers across the UK.
- Our EE network has the fastest 4G in the UK and more coverage than any other of our competitors, making us the ideal provider of mobile working solutions.
- We're one of the largest suppliers of ICT to the UK's public sector, providing some of the most vital services across central, local and devolved government, healthcare, police and defence.
- More organisations trust us with their communications than anyone else, so you know you can rely on us.
- We have the expertise and technology to offer you a complete end-to-end solution that delivers the reliability and performance you need. Because we can provide every element of the service, we can make sure it all works together perfectly. And if there's ever a problem, we can fix it quickly.
- Our future-proofed communications help your people work more flexibly, provide a better service for your customers, and be ready for whatever the future holds.
- We offer public cloud, private cloud, on premise and hybrid services, enabling you to make use of your existing investments.
- We invest in our people, systems, processes and tools to give you a market-leading service experience.
- Year after year, we're recognised by industry analysts and customers for our vision and innovation.
- We partner with some of the world's leading specialists so that we can offer you the best technology, solutions and services. We choose our partners based on their expertise. They include, Cisco, Microsoft and Apple.
- You can get everything you need in one place from a single supplier, with a single contract, helping to make life easier.
- Our presence on local and national government frameworks make it easy and cost effective for you to procure your products and services through us.

More information

To find out more about how we can enable your digital organisation to improve operational effectiveness, whilst reducing costs, please speak to your BT Account Manager or contact our Local Government team on:

0800 032 0025

www.bt.com/business/localgovdigitalorg

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Sources.

1. Institute for Fiscal Studies, 2016.
2. London School of Economics Personal Social Services Research Unit.

Offices Worldwide

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