



Public Sector Matters:

How becoming a digital organisation can improve operational effectiveness, reduce costs and make lives better.



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The many advantages of becoming a digital organisation include operational effectiveness and the ability to deliver more for less. That could mean consolidating services under a single supplier, enabling flexible working through mobile connectivity, or simply reducing spend on traditional hardware and equipment. As your partner in digital transformation, we can help you achieve all of this and support you in every step of the process.

Letter from Danny Longbottom

There's a constant drive within the public sector to improve efficiency and find new and better ways of working. Today, organisations are facing some pretty fundamental changes and these bring major challenges for sectors already under pressure.

“There's a clear need for communications tools that can deliver better collaboration and better services at lower costs.”



At BT, we partner with many local government and healthcare organisations and understand the issues they face.

Office and staff cuts, and a need for better access to services, mean that many local government organisations are concentrating their efforts and delivering more of their services online.

Devolution deals between the government and groups of local authorities has meant increased collaboration across multiple local authorities, partners and services.

And, the need for a joined up healthcare system is driving new ways to deliver better care. Although, there's still a great opportunity to harness the power of untapped data and improve patient care.

There's a clear need for communications tools that can deliver better collaboration and better services at lower costs. For security solutions that give people the tools and information they need, wherever they are.

We see the role of technology as a facilitator of the transformation needed to meet these quality and efficiency standards. We chose the word 'facilitate' carefully, because the real power is in what our technology helps people to do: Make lives better.

This ebook, written with the help of professionals across these industries, looks at the challenges faced by local government and healthcare services and discusses how technology can underpin the change needed.

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This ebook has been created with input from Richard Vize, journalist and public policy expert, who has written for numerous publications including the Guardian and the British Medical Journal and has been active in public policy for more than 25 years.

Industry background: The pressure on public services to do more with less is increasing

Tough spending controls, merging of services and the need to meet shifting and increasing expectations of a digital population require profound changes in everything from leadership and technology, to the way work is enabled away from the office. At the heart of this lies the need for health and local government organisations to deliver more effective and efficient services, whilst also reducing costs.

Collaboration and consolidation

Health and local government are trying to cut costs and improve operational effectiveness, all while addressing more complex needs, from troubled families to older people with long-term conditions. These pressures are driving them to share services and to work together, rather than as isolated organisations which waste time and money and frustrate service users through poor connections.

Managers are working across more than one organisation. Many councils now collaborate in running services, while chains of NHS trusts are being set up to improve the quality and efficiency of clinical services.

The 44 Sustainability and Transformation Plan (STP) areas covering England have brought together councils and local NHS organisations to decide how to make the health and care viable for the long term. This means running services as a single system built around the needs of patients and communities.

Dozens of 'vanguard' sites are developing the new models of care outlined in the NHS Five Year Forward View, the blueprint for change published in 2014. Several of these are focused on managing the needs of a whole population, such as a county, through local services coming together to form an Accountable Care Organisation (ACO). The key is to move from managing illnesses to helping people stay healthier and independent for longer.

Health Foundation research shows that between 2009-10 and 2014-15, acute hospital productivity increased by an average rate of just 0.1% a year. Improving productivity is a defining challenge for the NHS, and system working is a big part of the answer.

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A shift to greater local control

STPs, along with the Devolution Deals signed between central and local government, mark a drive towards more local control over public services. Health, transport, further education, skills and jobs, business support, housing, criminal justice and flood management are among the responsibilities covered by devolution deals.

With those deals, come profound challenges. They include the need to enable greater collaboration, data sharing and mobile working across large geographical areas.

Shifting channels and managing demand

Giving service users more effective communications channels not only helps to make lives better, it means cost saving for organisations themselves, too. From dialling 111 rather than 999 for non-urgent medical help, or accessing council services online rather than in person, these new channels are driving the need for digital transformation. With long-term health conditions consuming 70% of health and care spending, organisations are collaborating to reduce emergency hospital admissions and cut demand for care home places. The solution here is bringing data together from across organisations to identify those at risk of falling ill, and making the most of new innovations to improve their lives. Smartphones can be used to monitor a person's condition and alert staff to problems. Movement detectors in homes and even tracking devices for those with dementia help people live at home for longer.

Meanwhile, councils are increasingly re-engineering the way they work; selling local offices, reducing staff, concentrating the remainder on one or two sites, and moving access to services online.

Building smart cities

Smart cities address issues as diverse as improving transport and stimulating economic growth, to raising education standards and reducing carbon emissions.

They use digital technology to bring together public organisations, businesses, schools, colleges and local people to improve urban living by collecting and sharing data publicly. They stimulate innovation by enabling people to share ideas, skills and knowledge. For example, they connect schools and colleges with industry, and bring together local businesses with complementary talents.

The data smart cities generate enable local government to make better decisions, such as synchronising public transport systems and managing everything from traffic flows to waste.

Smart cities have the potential to save energy and reduce carbon emissions, through initiatives such as solar powered community energy banks and smart control of lighting and heating. They connect citizens with the services and opportunities in their community and support people by providing information such as the best routes around town for people with disabilities.

Unleashing the power of data

Public services are only exploiting a fraction of the potential of the data they hold. Unlocking this data through digital transformation can provide citizens with a seamless, high quality service, and give better insights about how services are being used. With a real-time understanding of service demand, and planning resource to match, organisational effectiveness can be increased and significant cost savings made.

Individual electronic records need to follow service users through the system, so the right information is available and can be updated and shared securely in real-time. Mobility is key to this, such as giving social workers and community nurses the tools and applications to access and update records from a patient's home.

Data security, however, represents a major risk here. The public is wary about personal data being collected and shared, even though they expect all the information required to make decisions about them to be in front of the right person at the right time. The problems health and social services teams have in sharing a single record for each service user, and the widespread public distrust of even anonymised data being shared with third parties such as businesses, are just two examples of the difficulties health and local government face in exploiting data.



An uncertain future

Austerity and post-Brexit economic uncertainty mean there is virtually no prospect of a substantial increase in public services funding. This means organisations do not have the option of getting through the current squeeze with short-term cost-cutting alone. Likewise, a 'big bang' approach to replace all existing infrastructure isn't an option, either.

The big challenge for public sector leaders is to manage the immediate pressures, invest for the long-term and facilitate a cost-effective transition to a truly digital organisation.

There's a clear demand and driving force for digital transformation. And it's up to every local government and health organisation to embrace it; consolidating networks to join up services, introducing communications tools to increase efficiency and embracing mobile working to make the lives of those in the most need better.

Technology is only the start of the solution

Technology can connect your people and transform the way they work.

Greater connectivity that enables better ways to work together is at the heart of digital transformation. Technology can help people to share and easily link the right information together for better decision-making. As a result, the lives of service users are made better through a more personalised and relevant service that saves local government and health organisations both time and money.

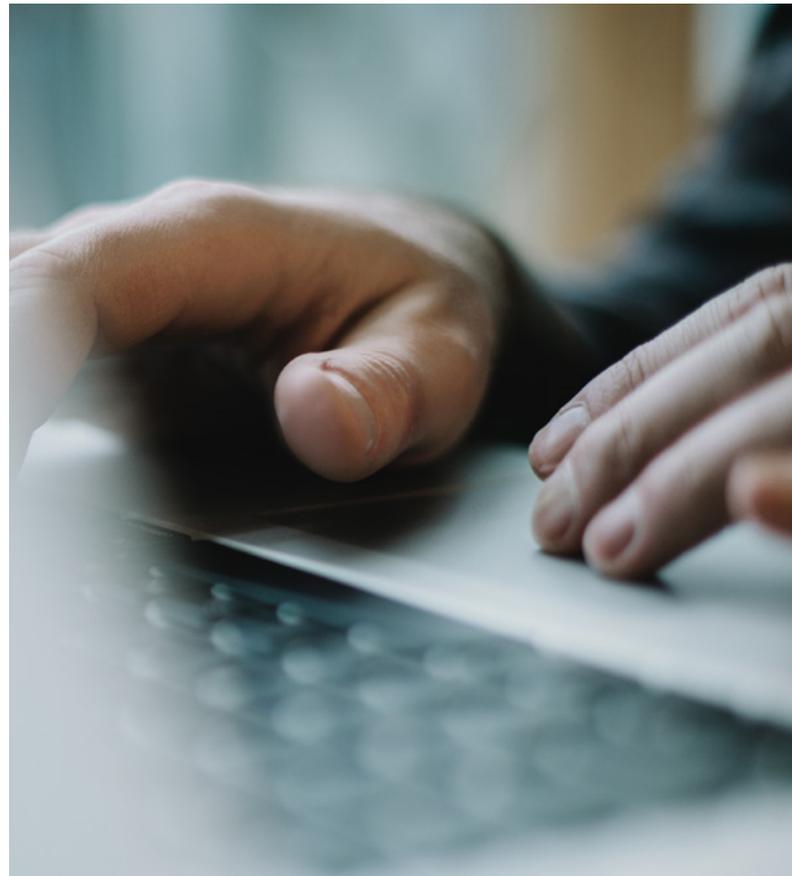
Systems leadership is rapidly emerging as a core skill for public servants. This means thinking about the entire customer journey through interlocking public services, and running those services in a way which provides a great experience for the user while maximising efficiency across the whole of the local public sector.

To do all this, managers need to build a comprehensive view of how an organisation is working and what is driving demand, costs, successful outcomes and failures. This requires the skills to link and analyse the right datasets; for example, traffic volumes and flows are influenced by everything from the location of businesses to the connections between different public transport systems.

Until recently, health and local government data has overwhelmingly been used as an historic record, such as measuring outputs against performance targets. In contrast, high performing organisations use data in real-time to support rapid and optimal decision-making, whether it's through managing supplies or making decisions about a patient.

Improving organisational connectivity can deliver substantial efficiency gains. And there's huge potential in local government and health to use technology to create stronger links between services. For example, seamlessly connecting hospitals with social care means a single personal record can be shared across the health and care system. With this, planning a patient's discharge from hospital to home or social care can happen as soon as they are admitted, meaning beds aren't blocked and care in the community happens seamlessly.

Mobile working saves time and energy by allowing staff to access and update records and connect with colleagues on the move or from home, removing wasteful journeys back to the office and allowing employees to spend more productive time with their clients or in the field. Home working cuts office costs, encourages flexible working patterns and allows organisations to attract a broader range of talent.



“High performing organisations use data in real-time to support rapid and optimal decision-making.”



Creative working depends on human resources systems which are not just repositories for official documents but facilitate real-time staff management and collaboration.

Using technology to improve the quality and efficiency of services also requires cultural change among service users. For example, online services must be simple and intuitive to use and provide the right information, such as identifying the user's location before describing which services are available. Councils and health services need to be looking at approaches developed by retailers to segment customers to understand and improve their online experience.

Minimising failure rates in online transactions such as booking an appointment is essential to managing demand – when online services don't work, staff time will be wasted. So performance data should be used to keep tweaking the system to get as close as possible to Right First Time operation.

Implementing major IT projects can be risky for organisations and their leaders. But following a few simple rules drastically reduces the chances of things going wrong or not delivering the hoped-for benefits.

The needs of service users and staff must be at the heart of the project. Never make assumptions about people's requirements; talking with customers and your own teams will always provide valuable insights. But this information needs careful interpretation, as what people ask for may not be what they need.

Inside the organisation, people such as clinicians and customer service staff need to feel a sense of ownership in the design and rollout of the project, be confident it is being managed well, and feel a shared responsibility to make it work. They need to be convinced that it will make their lives easier and their work more effective. That means systems must be simple to use.

Data should inform every part of the process, from understanding current behaviour to building a new model of the service then implementing, testing and improving it. Robust systems need to be established for gathering, analysing and acting on data.

A gradual move to new technologies reduces the risk of big failures, and makes it easier to learn and adjust to new practices compared to a 'big bang' approach. Creating a migration plan that takes into account existing investments and leverages hybrid technologies to integrate them can help with this, as well as help manage costs more effectively.

Provide clear accountability for the project leadership, from the staff doing the technical work all the way to the board. This is not about blame, but about thinking and working clearly, and ensuring the right people are taking decisions. Invest time and effort in managing the key relationships, so that everyone is agreed on the objectives and outcomes and what everything means.

Finally, make sure the funding, staff time and skills are in place to deliver the project. In the current climate, with scarce resources and stripped-down management teams, this is one of the hardest aspects of project delivery.

Digital health: Using data to free the clinician

As the founder and chair of HealthTech Women UK, Maxine Mackintosh is an evangelist for the power of technology to transform care. She believes it depends on simple design and a radical approach to using data.

“Layering shiny tech on shiny tech doesn’t necessarily solve a problem. There is exhaustion at always having to learn a new system or a new approach. There is something to be said for really simplifying the user interface.”

“So the back end may be a web of lots of different systems, but the front is a much simpler and easier to use device, so the clinician can use all their bandwidth to solve the patient problem rather than battling the technology.”

“A simple interface is a big mantra for human-computer interaction.”

She stresses that a simple interface is not just for the clinician’s convenience; it improves patient safety by reducing errors such as prescribing the wrong drug.

Data should be driving both real-time clinical decisions and long-term understanding of the connections between illnesses, treatments and outcomes.

Maxine believes clinicians should allow technology to play a greater role in their decision-making: “[At the moment] you go to your GP and it is fundamentally a classic binary decision tree of ‘do they have this – yes, do they have that – no’, and there is a bit of gut instinct about the patient. It’s quite crude.”

“But if you were to have that in a digital form any algorithm could do that far more effectively than any clinician because it could cross-reference with papers that are being released at the time, it could compute an infinite number of variables that the patient hasn’t necessarily articulated or that the clinician hasn’t picked up, and that can spit out a result which forms part of clinical support.”

“There is a huge amount to be done in making clinical decisions a lot richer so doctors can liberate their time and energy to care.”



For longer term understanding of how systems are working, Maxine says the secret lies in linking datasets then employing data engineers to analyse what it is telling you.

“Data tells you a story about what is happening if it is linked appropriately. The linkage is the hard thing, [but it] can underpin a much more effective health system.”

“Organisations have the data but they don’t know where it is sitting. Departments don’t even know what data they have and it often isn’t linked; data which isn’t linked to other systems can be quite redundant.”

She believes many NHS organisations wrongly think they can use traditional statistical techniques rather than data engineering to understand what these numbers are telling them.

“The whole data science meets healthcare field is under-skilled. Organisations don’t have data engineers who can take a system, link it and optimise it.”

“Some of these data sets are absolutely massive – 50 million patient records. You can’t use traditional epidemiological approaches that your classic statisticians might use. You don’t even know where to start.”

Local government: the power of Smart Cities

Tom Baker, formerly BT's business development director for smart and healthier cities, says the potential for Smart Cities in the UK is vast.

“Everything is converging. The aim is not just to provide better services but a better life experience, such as living healthier. There is an opportunity for technology to facilitate huge shifts.”

Baker sees the devolution deals in Greater Manchester and other areas as an opportunity for smart cities to evolve, because they will be able to take a view of the entire system:

“People are starting to link productivity to mental health – really dynamic thinking. That's exciting.”

While the public sector provides key parts of the infrastructure of smart cities, its role is equally important as a catalyst for innovation by others, especially small and medium enterprises (SMEs).

BT has been working with the council and the Open University in Milton Keynes to do this: “We've got sensors all over the place, and there has been a strategic view taken about those technologies. Data is aggregated, and brought back to a common point using a common set of open standards, which people can then use to build new business models. One of the key performance indicators for the MK:Smart programme is that new businesses are created using the data that is collected across the city. That is a fascinating concept because it takes an enabling approach to its furthest extent.”

Creating a ‘digital ecosystem’ can be the beginning of a virtuous circle – digital SMEs develop solutions to local challenges, which can then be sold nationally and internationally, building successful local businesses.

Councillors have a crucial role in setting out a vision, putting in the basic infrastructure, and opening their minds to radical solutions from unexpected places.

Baker says: “You start to have a city authority which says I've got a problem, and it's going to cost me x million over the next few years. I know I've got a great digital community, technical infrastructure and networks across my city, so I say to SMEs and innovators ‘how can I reduce those costs?’. And if you convince me and we can work through it together I might buy your products. So there is a huge element of market-making in all this.

“Isn't it great if you can share some of the challenges and source the solutions from the local community? If you take that to its logical extreme, a city that creates the right testbed or environment for proving that sort of approach has an opportunity to sell those solutions across most of the Western world.

“That is a fascinating concept. For example, the connected health market is worth tens of billions a year. Why shouldn't British companies be at the forefront of that? It's really important to start to think along those lines.”



So what should we focus on?

In an era of stringent spending controls and economic uncertainty, public services need to adopt radically different ways of thinking and working to meet increasing and complex demand for services. They're also under pressure to help communities meet big challenges such as growing the economy and living healthier for longer.



The answers lie in moving from rigid organisations operating largely in isolation to building networks that connect both people and data. By having the right technology connecting people, places, applications, and machines, data can be brought together, can be analysed, and solutions can be developed.

Successful innovation has the needs of both staff and local people at its heart. Cultural change is key, whether it's helping staff to develop new ways of working or encouraging local people to use lower cost, more effective channels.

Data is the lifeblood of service delivery and innovation. It must be held and moved securely using the right unified network. Data informs both real-time decision-making and enables public services to build a sophisticated understanding of the communities they serve, such as what is driving demand, and what approaches are most effective.

Data mobility is essential. It needs to follow the service user, so that decisions about them are based on the right information, and staff need to be able to upload and access data in the community as well as in their place of work.

Implementing big technology projects is a formidable task for any public sector body. Success depends on being clear about the objectives and resources needed to do it, a deep understanding of the needs of the organisation and system users, and careful planning, piloting, testing and refining.

Technology that can help you to make the world better

BT works with its customers to build systems that join people and organisations together.



Working better together

With NHS organisations and local councils facing ever increasing demands for care in the community it is critical that community workers are provided with simple and effective tools for delivering services and collaborating with colleagues. BT understands the value of working together and focusing on solutions that give organisations and their people the freedom to move and work the way they want, irrespective of location.

Phil Brunkard, BT's chief information officer for health, local and devolved government, explains: "Staff must be able to communicate with their colleagues and interact with citizens in many different ways no matter where they are based. We help our customers with a secure joined up approach for communications across our fixed, mobile and wireless networks, with our unified communication and collaboration tools and our enterprise mobility solutions".

Keeping information secure

Effective security is paramount to public services. Users want the right information available to the right people, so they have a seamless service, but they also want to be sure their data is secure.

Security is built on clear strategic objectives. BT's Cyber Roadmap Consulting, covering people, processes and technology, gives large organisations a better understanding of their cyber security risks, and mitigates them.

As with everything BT does, people are at the heart of every project and your staff will be involved every step of the way. From implementing security awareness programmes, defining governance operating models and identifying security weaknesses in the way people work.

To help public services share confidential information quickly and securely, BT handles the information governance and data sharing agreements between everyone involved, so that information is shared to agreed rules and standards. BT builds and hosts the platform needed to connect systems run by different partners.

Mobile working

Phil Brunkard believes public sector organisations could achieve much better productivity gains through better adoption and deployment of mobile working:

“Traditionally the approach for mobile working has been device provision, sometimes a BYOD policy and perhaps access to core office applications. However, this often results in the field worker still needing to return to base to complete paperwork or because they can’t update details onto back-office systems. Enterprise mobility solutions provide staff with the information they need in a single secure place to prioritise tasks and complete forms, enabling them to spend more time delivering services”.

“BT offers a broad enterprise mobility capability beyond network coverage, devices, SIMs and call minute charges. Our Enterprise Mobility service comprises the people, processes and technology that allows the management of mobile devices, applications, multiple networks and mobile computing services. We enable community and campus based workers to be more agile, productive and efficient. They can spend more time in the community with citizens and patients and reduce time spent on paperwork, whilst still being able to collaborate with their colleagues. Our solution covers device provision and security, secure access, productivity and workflow applications as well as integrated unified communications and collaboration tools”.

Public sector bodies set high standards for ensuring their staff are safe, particularly those working alone. BT’s mobile solutions include a number of lone worker applications designed with their safety in mind, such as protection systems enabling them to quickly and discreetly notify their headquarters if they believe they are at risk, location trackers, and countdown timers that activate an alert unless cancelled.

Putting your workforce at the heart of everything we do

Technology only enables transformation in an organisation — it’s the way people work with the technology that delivers it. The key is to put the staff at the centre. They have insights which help minimise risk and disruption and ensure the benefits are maximised.

Public sector professionals such as managers and clinicians need to feel technology has been developed with them, not imposed on them.

Working with staff to help them understand how the new system can help make their working lives easier and more productive is a core part of any BT project. BT’s approach is to work with you to understand the needs of your workforce and the individual roles, so that together we can redesign your processes and work out the best package of devices, connectivity and services.

“Cultural change is a key part of it. We can help our customers on the journey to an agile way of working,” Brunkard says.

For example, enabling staff to manage their working day remotely requires training in how to be an effective, collaborative worker when out of the office. Managers need training to understand how to lead their teams without seeing them every day.

Making it happen

Specifying, planning and implementing big communications systems is daunting. BT will work with organisation to assess their needs and the most effective way to make improvements in the short, medium and long term.

BT can work with customers to develop their roadmap for change. They recognise the conflicting challenges of increasing demands for improved citizen services whilst faced with reducing budgets. The approach is built around ensuring you are able to implement the system at your own pace with minimal disruption.

Phil Brunkard states “We work with customers to understand their business challenges today as well as their existing technology. We help them to develop the most appropriate journey for change, taking into account the constraints and drivers they face and the business case for investment required. We provide a catalogue of services to allow customers to take an incremental step change, reusing existing technology investments where necessary or undertaking wholesale change, whatever works best”.

Your needs are at the heart of our solutions

Collaboration

We need to collaborate more efficiently with employees, suppliers, citizens and other agencies.

I'm interested in:

- Making the most of conferencing and collaboration services
- Integrating voice, data, and apps into a secure, flexible infrastructure that reduces costs
- Giving staff the ability to take calls in the office and on the move
- Introducing innovative ways for service users to communicate with us, and staff to talk to each other

Our collaboration tools and voice solutions can meet all of your needs. Whether cloud based, on premise or using a hybrid infrastructure to make the most of existing investments, every solution is scalable and tailored to your organisation.

Mobile & remote working

We need to give people access to the tools/apps to get the job done wherever they need to work.

I'm interested in:

- Improving mobile employee productivity and security
- Helping employees to work effectively and securely from anywhere
- Giving my field based people the tools to see more people and do less paperwork.
- Giving staff the ability to take calls on their office phones while they're on the move

With the UK's largest and fastest 4G network to support you, our mobility solutions and applications can give your people the power to make calls, securely access the right information and work wherever they need to.

Consolidation & control

We need to ensure that our network has the power and flexibility to deal with new ways of working and changing service demand.

I'm interested in:

- Making the transition to a cloud-based infrastructure, while also making the most of our current investments
- Connecting sites, people, data and applications with a single, fast network
- Reducing connections and providers to save money and deliver a better end-to-end service
- Becoming a future-ready digital organisation

We offer a range of networking solutions, with different connectivity, resilience and bandwidth options to suit your needs. Our constant innovation and investment means you'll always be ready for the future, too.

Whatever your needs, you can be sure our solution is underpinned by security at every level. With 2,500 security professionals working across 14 global security operations centres, we're constantly watching, learning, predicting and adapting to the latest threats. What's more, we're behind the ISO27001 standard for information security management, so you know you're in safe hands.

Nurse Sarah: Using BT's Digital Solutions

Sarah's a Specialist Respiratory Nurse. She makes patient home visits, runs clinics, updates care pathways and does a lot of admin. She relies on our technology to be able to provide the best care possible for her patients.



She logs into her tablet PC at about 8.30am to see her schedule, email and clinical systems. Our mobility solution lets her do this securely from home.

Using our clinical portal she checks her day's caseload. Our Risk Stratification tool gives each of her patients a risk score, so she can prioritise her home visits. The score for one of her patients, Reg, has gone up. His health and social care information is on the same system, so she can check what's been going on.

At 9.30am Reg logs on to our patient portal. There's a message from Sarah confirming his appointment and asking him to take his respiratory readings. He uses our Self Care device, and the results are sent automatically to his Personal Health Record (PHR).

When Sarah arrives at 10am, she logs into our Clinical Portal to see his results and care plan. Reg has been struggling to move around, so Sarah shows him a video on his PHR with armchair exercises that can help.

She then sends a secure message from the Clinical Portal to Kate, Reg's care support worker, to ask her to re-assess his needs, before updating his care plan and records.

Kate picks up the message and arranges a virtual assessment using our 'See You' video solution through the Patient Portal.

By 2pm, Sarah's finished her visits and updated her notes and patient records using our mobility solution.

Clinic starts at 2.30pm she can view her patient's records on the clinical portal. Two patients have messaged asking for a virtual appointment because they can't travel that day. She sets up video appointments using our 'See You' solution.

At 4pm, Bob arrives in pain following a stay in hospital. Sarah checks his care record before sending an eForm on the Clinical Portal, asking for an urgent outpatients appointment. She can see the medication he's on and decides to increase the dose to help with the pain. Another eForm is sent to Bob's pharmacist to update his prescription. It's all recorded for the GP and consultant to see.

By that afternoon Bob's outpatient appointment and updated electronic prescription are on his PHR.

Sarah's day finishes at 5pm. She's seen everyone, even those who couldn't travel. Her admin is up to date, so she and her colleagues have access to real time information when they need it.

She spends the last few minutes planning for tomorrow and ends her day confident she's got all the tools she needs.

We're working with the public sector

We have what it takes to support the people who support us in our everyday lives. We are constantly investing in our infrastructure making us a leading supplier of IT and communications to public sector organisations in the UK and Ireland.



Our network is the best in the market

We have the largest fixed network in the UK, five million UK Wi-fi hotspots, and the UK's fastest mobile network with 4G in more places than anyone else – powered by EE.

With a choice of access technologies, speeds and resilience options, we can create solutions that fit perfectly with your organisation's needs — connecting people, places, and applications with the highest levels of security.

Our network services have been recognised by Gartner, in their Critical Capabilities for Network Services report, for five years running.

We're trusted by the MoD, Police, NHS and emergency services to deliver networking solutions, so we know the public sector better than anyone else. We're also trusted by 98% of the FTSE100.

We do this because we believe that technology can unlock potential within people and organisations. And in a world that continues to demand more for less, that could mean the difference between success and failure for the public sector.

We're already making a big difference to the public sector:

Surrey County Council, the 11 districts and boroughs within Surrey, Royal Berkshire Fire and Rescue services, Bracknell Forest Council, and Central Surrey Health and Surrey schools are now all connected by a single, high-speed network – UniCORN. Not only is this connectivity powering better ways of working, their shared procurement power means they're saving money on new technologies and services, too.

We helped NHS Greater Glasgow and Clyde Hospital deliver higher healthcare standards and a 20 per cent hike in productivity. With a unified communications and collaboration platform, staff can stay in contact with patients, colleagues and patient information systems using the latest in mobile technology.

We delivered ambitious roll-out of mobile technology to all 4,000 key clinical staff at Nottingham University Hospitals NHS trust, rapidly deploying new mobile devices, with the right software ready to go. With all key staff using mobile devices and Nervecentre software to manage care, efficiency – and patients' lives – is improved.

And we're not stopping there.

We've been innovating for over 170 years to help connect people and communities in ways never before thought possible. We're investing over £10 billion in our network over the next five years, so we'll always be able to support you and ensure that your network capacity matches the requirements of next-generation technologies.

Why BT?

- We're networking experts with the largest fixed, mobile and Wi-fi networks in the UK. For you, that means we can provide you with secure, cost-effective high speed connectivity, wherever you are.
- With over 1,800 public sector customers across Scotland, England, Wales, and Northern Ireland, we have an understanding of local government and health issues like no other.
- 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.
- We're one of the largest suppliers of ICT to health organisations in the UK. Our HSCN catalogue offers an evolving portfolio that can help transform communications in your organisation to make them better and more effective.
- We offer public cloud, private cloud, on premise, and hybrid services, enabling you to make use of your existing investments.
- With 85,000 staff, we have first-hand experience of what it means to successfully achieve digital transformation and evolve the workplace.
- 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, Avaya, Microsoft and Apple.
- Year after year, we're recognised by industry analysts and customers for our vision and innovation. We were recognised for the fifth consecutive year in Gartner's 2017 Critical Capabilities for Network Services report.
- You can get everything you need in one place from a single supplier, with a single contract, helping to reduce costs and increase the pace of transformation.

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 public sector team on:

0800 032 0025

www.bt.com/business/localgovdigitalorg

Offices Worldwide

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