



The Opportunities for Cloud Telephony in **Estates Management**

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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 property and estates managers?

The immediate benefit of switching to cloud based telephony from an existing PBX or ISDN telephone system for property and estates managers is the creation of additional office space. Even today's relatively compact exchange hardware still occupies valuable square footage. Bulky server racks and cabinets add to their overall footprint, while minimum clearances for cooling and maintenance account for still more. When this equipment is taken out of the equation, estates managers are able to utilise more of their available office

space with no additional rental overhead. Or, if rationalisation is priority, to scale down their permanent office requirement without compromising on the quality of the working environment for staff.

By freeing communications from a fixed line and fixed extension network, cloud telephony also introduces much more flexibility into office planning, with the capacity to create new workgroups and new conference call facilities without the need for disruptive and costly rewiring.

One of the most significant advantages, however, is the ease with which it facilitates remote and home working by making all the facilities and features of an enterprise level telephony system available to users wherever they have an internet connection. With more staff working remotely or splitting their week between onsite and offsite shifts, the number of fixed workstations can be reduced, which in turn allows for a reduction in overall office space, along with corresponding savings in equipment, energy, maintenance and building management costs.

Because all the communications systems and software are hosted remotely, cloud based telephony also makes things easier when it's time to move offices or set up temporary premises. Relocating a conventional fixed line system means hiring specialist contractors to disconnect, transport and recommission equipment at the other end – all of which takes time, creates additional cost and inevitably leads to service outages. With a cloud based solution in place, users simply reconnect to the existing system online at the new site using the 'plug and play' functionality built in to cloud based applications.

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

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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.

☎ 0800 043 0120

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