

Flexible Working

Connecting your workforce with location independent working

The need to reduce costs while improving efficiency will result in a requirement for your organisation to deliver access to systems any time, anywhere. Civica can help by delivering a wide range of cost effective, secure & reliable solutions.

A secure, remote access network solution enables your staff to work from their home office or other locations, yet retains the experience of being located in the office.

- > **Flexible Working Private:** Civica operates its own resilient private broadband non-internet network, where your remote locations are kept separate from the internet for security and performance reasons. Civica is in full control of the security policy that you wish to operate and this can mirror the controls you have on office network users. When your remote workers are connected, they experience the same look & feel as if they were in the office.
- > **Flexible Working Wireless:** the added benefit of wireless connectivity at the remote location can be included as an option.
- > **Flexible Working Internet:** Civica has a solution that operates across the internet too. This has additional layers of security built in, as you might expect. Your workforce is then able to operate from their existing home broadband internet connection or from offices where fast internet access is available.

Benefits

Flexible Working

- > Reduce overheads as the need for office space is reduced
- > Improve customer service with more flexibility to staff out of normal office hours
- > Easily adapt your network as you move or grow via our MPLS network grid
- > Improve employee productivity and satisfaction
- > Reduce travel costs and CO2 emissions, as employees work from the most convenient location
- > Connect all your sites securely and resiliently
- > Ensure compliance with employment legislation



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> **Flexible Working Voice:** for the experience of a true remote office environment, Civica can provide a solution that incorporates an IP telephone. We can extend your office phone system to the handset of your remote offices and home workers. The voice integration can be bundled into your Connect Flexible Working package, simplifying the delivery of all voice and data needs for your remote workforce.

Why is flexible working good for your business?

Many organisations have been able to make more efficient use of expensive office space and ultimately reduce overhead costs. Cutting the need to travel both reduces costs and increases contact time with clients. Flexible working can help businesses to better meet customers' needs, as working patterns can be matched to when the service is required. In addition, employees are given more control over their work-life balance, which in turn makes them more productive.

Flexible working and the environment

Allowing staff to work from home just one day a week can significantly reduce carbon emissions. Tools such as presence & collaboration, video conferencing, and virtual contact centres allow you to manage your staff remotely and effectively; drastically reducing the need to travel.

Customer reference

"Golden Gates Housing selected Civica in recognition of their experience in the housing market and their proven ability to integrate to our back office systems.

*"Civica's flexible working solution has allowed Golden Gates Housing to progress its flexible working initiatives and **reduce the amount of office space required by one third, giving considerable annual savings.**"*

Steve Lamb
Head of ICT & BPR



About Civica

An experienced partner with the experience to deliver a modern solution built on deep understanding and commercial best practice is fundamental. Supporting organisations across the public and private sectors for more than 20 years, we bring together people, processes and information to help you to achieve a consistently high level of service and a measurable return on investment.

Civica's managed services form part of its broad capability in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, education, social housing, health care and enforcement. Blending software applications, IT managed services and outsourcing, the group supplies more than 2,000 customers in the UK, Australia, New Zealand, Singapore and North America, including 90 per cent of the UK's local authorities.



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