



Camden Council

Council transforms working environment with collaborative communication platform

the customer

overview

Customer

Camden Council

Website

<https://www.camden.gov.uk/>

Number of employees

2,800 rising to 4,000

Country or region

London, United Kingdom

Industry

Government

Customer profile

Camden Council is a recognised leader in Digital within Local Government. To deliver the step changes needed it has Centres of Excellence (CoEs) focused on delivering transformational technology into the Council to save money, deliver Council priorities (e.g. tackling inequality) and meet statutory requirements.



NOT
FOR
SELF
BUT
FOR
ALL

"Skype for Business enables staff to work flexibly, communicate digitally and collaborate smartly. Our staff love it. Even better it is helping Camden save over £5M a year by 2018 from its accommodation strategy."

John Jackson, Assistant Director ICT,
Camden Council

enabling staff to work anywhere

Camden Council is using innovation and digital technology to enable it to save money and deliver better services to local residents and businesses.



A transformation strategy that is about a leaner and self-managed workforce, and an accommodation strategy that enables flexible working highlighted the need to implement modern technology.

Stated objectives included hot-desking and mobile working so it could reduce accommodation needs by over 40% and save £5M a year by 2018. It also wanted to remove 22 KM of paper from the organisation.



Adopting a laptops by default approach and supporting a Bring Your Own Device, (BYOD) initiative would also accommodate staff collaboration through video, audio and desktop sharing.



a single solution for voice, video, IM and desk sharing

The council initially migrated 2,800 staff from its existing telephone system to the full collaboration suite of Skype for Business and timed the deployment to coincide with a move to a new office.

Microsoft Skype for Business empowers employees to communicate via their desktop or laptop, tablet or mobile phone with an easy-to-use and familiar application. Staff can connect via voice, video call, desk-share and instant messaging, as well as conduct meetings online. Employees can also view availability of people before connecting, allowing them to communicate in the most effective way and at the right times.

The council chose Microsoft partner risual to support the project, William Woosnam, Programme Manager, Camden Council, highlights, "risual's ability to provide remote support and on-site expertise has been essential in the success of the Skype for Business deployment across our 110 service areas."

faster resolution of caller queries

Staff can communicate with employees across the council when working through problems or dealing with enquiries, Paul Dooley, Head of IT Business Partnering Central Services, "With Microsoft Skype for Business staff have visibility of who's available to help with queries. They connect with council workers using instant messaging, and queries are answered faster, more effectively, providing a better citizen experience."

improved client call handling and routing

Staff can work from anywhere and have the visibility to avoid citizen calls overflowing from one team to the next, Dooley highlights "The Microsoft Skype for Business 'live tile' feature has revealed information about callers that we simply didn't have. We manage calls far more effectively," Dooley continues, "Staff can also change the call group they're in with a couple of clicks, from wherever they are. There's no need to move desks anymore."

more accessible staff

Users now divert phone calls to personal devices, desk or home phones, as well as configuring them to ring on more than one device at a time. Woosnam says, "Staff love the fact that they can walk away from their desk and know they won't miss a call. People get far less voicemails, so waste less time and get more done."

Getting to more productive meetings

Being able to meet online means staff travel less, saving time and reducing costs, Woosnam states, "The council has over 200 sites, some taking more than an hour to get to. Conference and video calls, via laptops, enables staff to attend and contribute to more meetings, whilst freeing up more time to be productive."

embracing the change

Camden Council employees are enjoying the benefits of Microsoft Skype for Business and are totally on-board, Woosnam highlights "We've asked staff if they'd like their old phone back and they simply wouldn't entertain the idea. We're getting requests from the remaining 1200 staff to be migrated over early, before we've even started to the next phase."

The IT services staff have been inspired by the success so far, Dave O'Grady, Head of Modern Infrastructure, Camden Council, states, "The new building opened and 2,800 people moved into it and there wasn't a single complaint. It's actually improved the credibility of the IT services team. We're very proud of what we've been able to achieve using Microsoft Skype for Business."

retaining and attracting staff

The team now enjoys a very modern environment that's driving productivity in new ways, Woosnam explains "Microsoft Skype for Business has introduced a shift in culture with people working far more collaboratively. They are enjoying the freedom of an open office space with agile working practises, even preferring it to working from home."

This has had a knock-on effect to staff morale, Woosnam continues, "There's been cases of employees turning down external job offers because they enjoy the mobile and flexible way they can now work, provided by Microsoft Skype for Business."

UK Digital City 2015

Camden won the 2015 Municipal Journal Award for an outstanding example of using cutting-edge digital technology to overcome the growing challenges of budget constraint whilst meeting rising demand and changing citizen needs.

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