



### Challenge

The specialist software and business process services provider needs to meet tough targets for its public sector customers.

### The Solution

A pioneering deployment of cloud-based unified communications by O<sub>2</sub> through its O<sub>2</sub> Unify capability takes Civica's business agility to a new level.

### Results

- Increased productivity
- Dramatically reduced travel for home workers resulting in a drive towards 25% cost savings
- Over £40,000 savings on conference calls
- Eliminated redundancy in IT systems whilst improving resilience

### Introduction

Civica began life offering software provision and related support. In recent years the company has grown very successfully to offer fully managed IT services and business process management, principally to the public sector.

"Public sector expectations of suppliers are very high, yet their ability to finance new investments is considerably restricted," says Civica managing director, John Hood. "To stay ahead, we have had to adapt at an extremely fast pace."

As a company that has grown both organically and through acquisition, Civica's people encompass a wide range of perspectives and backgrounds across a broad geographical area. Of Civica's 1,000 UK employees, more than half are notionally based at home, travelling between clients and the company's various office locations.

"Efficient, consistent delivery relies on our ability to move our people around and effectively maintain teams, no matter where individuals are based." says John Hood. "So our newer offerings around cloud computing and our business process services need to be able to be delivered remotely."

- Cut administration
- Raised staff morale
- Improved customer service.

### Products and Services

- O<sub>2</sub> Unify
- Real-time communications based on a Microsoft Lync platform which includes instant messaging, VoIP, real time collaboration, audio and video conferencing
- Technical consultancy
- Business Consultancy
- Fixed calls and lines
- Telephony equipment (PBX) audit.

### The Challenge

Civica has to focus more than most organisations on agility. Not only does it operate in an intensely competitive and rapidly changing market, but also its customer base has its own substantial challenges. Following the latest round of cuts to public funding, organisations right across the sector have to try to do more with less while meeting a host of additional government targets.

The company already knew that responding to these challenges would need to be underpinned through intelligent use of available technology, and also which technology was likely to meet its requirements. But Civica wanted much more than a technology supplier, or help with its communications requirements: it was looking for fresh thinking; lasting solutions that would transform working practices and provide trouble-free communications and faultless support for its entire way of working. John Hood says "In order to maximise the potential of what's available, we needed a vision for what's possible."

## The Solution

O<sub>2</sub> Unify is a joint venture between O<sub>2</sub> and 2E2, one of the UK's leading IT systems integrators, bringing together advanced communications expertise with deep systems integration and business transformation skills through a single point of service provision.

Civica already had limited investment in Microsoft's Office Communicator 2007 suite, but had begun to look at their new 'Lync' cloud-based unified communications technology which, in addition to providing instant messaging, voice over IP (VoIP) calling, desktop sharing, live meetings and videoconferencing could be used to replace a large amount of their organisation's fixed telephony hardware.

Civica talked to O<sub>2</sub> and saw the full potential of the technology at their disposal unfold. O<sub>2</sub> assembled a team of experts and set about understanding and then reaching Civica's ambitious goals.

John Hood says "We have had access to the best skills available. Lync is new technology from Microsoft. It was crucial that we had a knowledgeable team helping us steer the implementation and deployment. Along with our own team, O<sub>2</sub> provided us with expertise in advanced Microsoft technologies backed by their experience in business transformation and enterprise agility. They also offered the size and commercial scale that is sometimes necessary

with new technology implementations to ensure the roll out was a success. The final piece in the jigsaw was O<sub>2</sub>'s willingness to 'go the extra mile', which meant that they had a compelling offering."

The solution is rolling out across the company now, and is transforming Civica's ability to deliver services innovatively for its customers while keeping costs down. For example, it will vastly reduce the need for 'home workers' to travel between the company's fourteen+ locations, with the aim of reducing associated costs by 25%.

Phone-based meetings, web and videoconferences can now be set up dynamically. Geographically dispersed teams are now able to share desktops and applications which has significantly improved the service they are able to provide to their customers. "This is already having a significant impact in some support areas where this agile collaboration is reducing the time taken to resolve our customers' calls." John Hood notes.

"Ultimately, this initiative is about people having much greater access to each other at any time, achieving more for our clients while cutting back on travel and achieving a better work-life balance," adds John Hood. "It's making us more responsive, improving the quality and consistency of service, internally and externally. As a technology company, it's important for us to stay ahead and using up-to-date tools, as it means we attract and retain the best people."

"Our customers are having to make major changes in the way that they operate. We tell them that in order to achieve this they need to partner with organisations that are committed to their success and understand the market they operate in. This is exactly what O<sub>2</sub> provided on the Civica Lync Project."

**John Hood, Managing Director, Civica**