

# GOVERNMENT AND PUBLIC SECTOR CV

A pivotal time for Local Regional Governments

## MODALITY SYSTEMS HELPS YOU TO SUPPORT OUR CITIZENS

Since the launch of the Government's Digital Strategy in 2012, the UK's Public Sector has spent over 3.2 billion on data and technology services, showcasing that organisations have firmly placed digital transformation at the forefront of their business strategy.

However, the emergence of Brexit has challenged your organisations' desire and ambition to work collaboratively with other public services. The withdrawal of EU funding is also putting immense pressure on LRGs to demonstrate the true ROI of digital transformation. Your goals are further affected by a continued focus on short term financial demands and the day-to-day pressures of maintaining service delivery and modernising technology.

In addition to this, ways to transform how you efficiently engage with citizens has become critical, with accessibility, user adoption and cultural trends gaining prevalence and priority in your strategies. Furthermore, we're seeing an acceleration of councils moving to agile working, requiring them to provide the same user experience and citizen communication output as they would in an office environment. However, with only 40% of the public satisfied with the digital access they have to all Public Sector organisations, change is still required.

## HOW IS MODALITY SYSTEMS SUPPORTING LRGs?

Delivering software and solutions that enable technology to be successfully deployed, adopted and governed is critical. In collaboration with Microsoft, Modality addresses these challenges:



## THESE SOLUTIONS CAN:

**Enable accessibility** - With disparate workforces across government departments and citizens across diverse cultures, secure and efficient communication depends on real-time access to information and the ability to collaborate anywhere at any time. Solutions such as Teams, OneMeeting and OneConsultation enable this by creating an experience that allows multiple and integrated communications channels for ease of contact.

**Promote security** - As one of the largest producers, collectors and consumers of data in the world, your security is critical. Solutions such as Teamwork Analytics enable the monitoring of cross-company communications, reducing the risk of data breaches and GDPR issues. In addition, CreateTeam can centralise the management of all Microsoft Teams activity, allowing the removal of unused Teams to prevent the unnecessary 'sprawl' of data.

**Enhance collaboration** - Breaking through silos, reducing interdependencies, and enabling the quicker delivery of policy and services is crucial to LRGs. Solutions such as Microsoft Teams allow you to liaise with other committees, local authorities, regional assemblies, and the wider central government to collaborate efficiently on one single platform.

**ROI and modernisation** - Technology must empower you to respond to the challenges of the modern era, creating more efficient and immediate access to online services and omni-channel communications. Modality's software and services move organisations away from legacy systems promoting a Cloud-first strategy. This enables ROI from reduced cost, greater flexibility and scalability of online services to cope with citizens' demands.

**Aid user adoption** - Empowering employees and citizens with the confidence to use technology to collaborate is critical. Modality's software and services are backed by consultancy that supports you from initial consultation, through to user adoption and post-deployment support. For example, TeamWork Analytics aids the successful user adoption of Microsoft Teams, providing actionable insights and reporting on the implementation and measurement of collaboration initiatives.

## WHY MODALITY SYSTEMS FOR PUBLIC SECTOR TRANSFORMATION?



### Supporting your business your team and you

Wherever you are on your journey to digital transformation, Modality can help you to take advantage of the full business value and transformational impact of Microsoft's communications and collaborations suite.

Understanding and appreciating common pain points such as security and budgets, Modality's team of UC consultants will work closely with you to deliver software and services that put the adoption, security and governance at the forefront of your strategy.

Modality's services are available through G-Cloud and RM3808 frameworks, demonstrating our expertise in transforming public sector services with flexible, secure, cost-efficient and highly resilient technologies.

For further information or to book a complimentary consultation, please contact [enquiries@modalitysystems.com](mailto:enquiries@modalitysystems.com)

