The Public Sector is in the midst of a digital revolution that is seeing many leave behind old processes, disparate systems and paper-based methods, choosing to open the door on a move to a digital future. As the uptake of this transition increases, the need for improved data security rises to fully empower governments to build economic growth, broaden social inclusion, enable staff to work securely from anywhere and improve government services.

As these demands grow for the Public Sector to better serve and protect citizens whilst building a more secure and productive nation, so do the opportunities to disappoint, presenting a key challenge. We've worked with a wide variety of Public Sector organisations, including the Parliamentary Digital Service on an ambitious transformation journey that is enabling over 8000 staff at Westminster and Constituencies offices - including the Houses of Parliament - to be more productive, mobile and innovative. At GCI, we understand the IT challenges faced by the Public sector and how to solve them.

Sector Challenges

Outlined below are just a few of the needs and difficulties our customers in the Public Sector tell us they face:

- **Citizen engagement:** Delivering a better digital experience for citizens that is compliant, engaging and frictionless.

- **Unlocking the power of the Cloud:** Empowering the IT department to focus on innovation, instead of firefighting.

- **21st Century networking:** Having a network that can fully support the requirements of Cloud Computing, mobile, Wi-Fi, IoT and big data.

- **Collaboration:** Providing the tools to enable richer interactions that fulfil the needs of citizens, staff and stakeholders.

- **Attracting talent:** The ability to cope with the changing nature of the modern workforce and ensuring that working in the Public Sector is an attractive proposition for Generation Y, Z and Millennial talent.

- **Poor communications:** Struggling with numerous silos of information and reports that prevent Public Sector organisations from gaining visibility of their citizens' contact experience and delivering a fast resolution.

- **Return on Investment:** Ensuring the technology investment you make empowers your users and helps them be more mobile, productive and secure.

Just some of the solutions GCI provide to the Public Sector

Skype for Business:
Skype for Business provides the ability for staff, MPs and citizens to communicate and collaborate more effectively, combining voice, instant messaging, video and email at the touch of a button. Whether it's talking to citizens on the telephone, Video Conferencing with teams at different sites, emailing suppliers, sharing documents with third parties, or collaborating on new projects and activities, Skype allows users to be productive wherever they are working from and, imperatively, it does so from a secure Cloud platform.

Microsoft Teams:
Microsoft Teams is a task-focused, Office 365-oriented, collaborative platform designed around productivity. Bringing together the people, content and message tools that your teams use every day, Teams acts as a hub for structured and unstructured content. You no longer need to open Outlook, Skype for Business, SharePoint or other applications to gather the information you need, it's all in one place.

Microsoft 365:
A complete, intelligent, secure solution that empowers your staff to work collaboratively, securely and on the go. Combining Office 365, Windows 10 and Enterprise Mobility + Security, Microsoft 365 enables your Public Sector organisation to foster a modern and highly-secure workspace for employees empowered by teamwork and collaboration.

Security tools:
In the Public Sector where personal, sensitive and financial data is handled hourly, security is a must. GCI can secure your network with fully-managed firewalls, as well as tools to monitor and manage the devices and people that connect to your network.

Cloud and Hybrid Services (Cloud):
Our Cloud services range from private Cloud, dedicated server hosting, hosted desktop and public Cloud via Microsoft Azure. All of this is underpinned by effective Disaster Recovery and the flexibility to scale up or down depending on your requirements.

SMS technology:
GCI has its own SMS platform and provides various SMS gateway solutions, enabling two-way SMS communication. This is ideal for consistent communications to and from councils and citizens, as well as providing government information such as questions around council tax and parking fines.

User Adoption services:
GCI understand that digital transformation is more than just implementing a solution; it's a cultural shift that means you must also think about how your people can get the best out of the technology. GCI's User Adoption services include physical and virtual coaching sessions and an online learning platform to ensure you gain a true return on technology investment and that the technology implemented fully empowers your people.

Case Studies

Click below to see how we've helped to digitally transform some the country's largest Public Sector organisations:

Test Valley Borough Council | Sports England | Cumbria County Council | Chelmsford Council | City of London Corporation Health Education England | Renfrewshire Council | Shropshire Council | Public Health England.

About us

GCI are a leading Converged ICT Service Provider. For two decades we've been passionate about delivering business transformations through technology to deliver positive business outcomes for our customers. We help thousands of Public and Private sector customers globally transform from traditional technology environments to modern IT. With five integrated technology pillars, our business is underpinned by a dedication to service excellence and to providing the very best, innovative technologies to our customers.

For more information regarding our services, please contact us at:

☎ 01332 483 933 | ✉ enquiries@gcicom.net | 🌐 www.gcicom.net