

Telford & Wrekin Council

Telford & Wrekin Council is one of the top performing councils in the West Midlands and currently employs around 5,500 people. The council was established in 1998 and is a unitary service which means it is responsible for all local government services in the area including education, social services and libraries.

overview

Telford & Wrekin Council needed a way to take its services to people who can't just hop in a car or catch the local bus to the council office. It worked with Orange Business Services to come up with a solution that allowed the council to go directly to the community whilst still being able to access its systems and files on the move.

The council has given 700 of its field workers Orange smartphones and datacards, allowing them to take the benefits and social care services directly to people in the community. This number will continue to expand as more services adopt mobile working.

Not only that, but the council can be much happier about the safety of its field workers who can all be contacted at anytime via their smartphones.

our communications challenge

Telford & Wrekin Council needed a solution where it could: provide services to residents in the community; contact its field workers; and, improve overall operating efficiency.

The council worked with Orange Business Services to build a solution. It wanted to modernise and equip its employees with mobile devices and laptop datacards to help them streamline paper-based services. The key priority was always having the ability to contact field workers. The council also wanted to explore the use of mobile-forms to save time and provide a more efficient service.

Telford & Wrekin Council says

We want to run an efficient council that provides a good service to its tenants. By choosing Orange Business Services, we have one communications partner that understands our business needs. Being able to automate our services and serve those who are not able to travel to see us is important. The solutions we have from Orange are helping us meet our business objectives whilst also reducing our carbon footprint.

Tom Greatorex Interim Head of Information & Communication Technology, Telford & Wrekin Council

our solution

After an initial assessment of employee needs and discussions with Orange Business Services, Telford & Wrekin Council opted for SPV M3100s and Business Everywhere datacards to be rolled out to staff.

The SPV M3100s come with pocket versions of Word, Excel, PowerPoint and Adobe Acrobat which allow documents to be edited on the move. As well as this, users have access to email and colleagues' calendars.

The mobile datacards give users full connectivity to the back office on their laptops. Wherever they are, in the local library or the middle of a housing estate, they can access data from the server securely and at high speed. This gives the field workers access to past claim forms, making sure they can provide the best services to tenants.

Almost every department within the council that has field workers now has a smartphone from Orange and/or a datacard. In total, there are around 700 users of either SPV M3100s and/or datacards. Typical users include revenue and benefits, schools and social care.

the benefits

Telford & Wrekin Council is using the solution to help its employees with technology that allows them to do their job efficiently, ensuring they can pick up jobs on the move and always be contacted by head office.

Providing good customer care is key for the council. With the new solution it can now go direct to the people that really need the help, explain the processes and help with any forms that need filling in.

moving forward

Telford & Wrekin Council regularly hold service review sessions with Orange Business Services to look at past performance. These sessions enable it to review the technology and tariffs making sure it has the best services for the job.

Some developments the council is looking at with Orange include the following:

- migrating from SPV M3100s to the HTC Touch so that council workers have the latest device that does not deviate too far from the familiarity of their current model
- a customer contact centre, to allow officers to check on the progress of applications
- online forms
- broadband for children in foster care
- creating single billing for all services.



Orange says

Every council has different needs but they ultimately want to provide an efficient service to their residents. Employees increasingly have to work away from the office and therefore need solutions that are going to meet their needs.

A smartphone that can be tailored to meet an individual's needs is what we are working with our customers to achieve. Telford & Wrekin Council have managed a large roll-out, which is not only providing an efficient service for the community but helps the council look after its employees too.

Russell Davis Head of Enterprise Sales, Orange Business Services UK



find out more

To find out how we can help your organisation achieve more, contact your Account Manager, visit www.orange.co.uk/business or give us a call on **0800 037 1575**.

For further information on Telford & Wrekin Council, please see www.telford.gov.uk.

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