

How the Kent Public Service Network (KPSN) can support Flexible and Remote Working

The following is a summary of KPSN's potential to support flexible and remote working. For more information about KPSN and its potential to help your organisation or service please contact jeff.wallbank@kent.gov.uk or call Jeff on 01622 221258.

- **Consistent access experienced from any location, home or public building** – Having a single shared network infrastructure across the county enables the potential to decide to work from your local district council offices and access the same systems. With the addition of a shared and integrated networked voice service you could also access all the same functionality that you would have if you were in your own authority premises. This consistent experience can be extended to your home or to any public building or mobile worker, so for example the planning officer could work from the local library if that was the nearest public building to the location they are working.
- **Mobile worker access** – Often field based staff, such as social services, environmental health, planning or highways agency have to return to an office to complete paperwork or file reports. New mobile devices and integration into back office IT systems can improve the accuracy of these forms and reports, post them far quicker and make the individual far more effective in their role. KPSN can help to simplify the connectivity between multiple devices through multiple authorities and across many separate systems helping to deliver these benefits quicker.
- **On-net calls** – When telephone calls are made across networks owned by, say BT, there are charges for the connection as well as the making of a call. With KPSN there is the potential for all calls between the partner authorities would be free and there is no connection fee as the network is already purchased to deliver your IT connectivity. This is the same for video and conference calling.
- **Visual voicemail** – By integrating authority networks and voice we can add simple central services such as voice mails being directed to your email in-box and being converted to text. You can then page through your messages and through the senders to select to priority in which they are read and store them for future reference.
- **Netmeetings and tele-conferences** – Again through a county wide integrated data and voice network it is faster and simpler to interact across authorities and across dispersed teams more effectively through online meetings and on conference calls.

- **Extensive catalogue** – The individual needs of partner authorities and business functions cannot be accommodated by a ‘one size fits all’ approach. KPSN provides the highly available and resilient foundation to enable additional services to be delivered across the network. An example being, why have 30 different email services or internet security solutions to deliver and manage, when one central “best of breed” service could be shared by all the partners. The catalogue is being continuously developed to add relevant services to fit the varying needs, from low cost single low capacity links to very high capacity, highly resilient, no single point of failure links that you would generally use for things like datacenters or emergency services. The catalogue will grow over time and could include voice services such as Voice over IP (VOIP) and the associated handsets and devices, mobile services such as phones, air time and hand held devices, CCTV over IP networking and centrally hosted data storage are examples of the KPSN catalogue services.
- **Activity-based billing** – To assist with the management of flexible working it is possible to collect data on telephone and network connectivity times. Individual partner authorities or business units can be charged back for their usage of the network, or the use of another location’s hot desking facility.
- **Click to** – call, video, conference, netmeeting, text – Integration into your email platform can allow the individual to simply click on a person’s name or email address in their in-tray and instigate a method of communication across the network through their PC or mobile device.
- **Presence** – By adding a presence service you can see an indicator next to an individual’s name that shows if they are available, in a meeting, on a call or on holiday: a simple but very effective function. This enables you to select an alternative colleague who is available help, for example. Presence can be integrated into Phone handsets, mobile devices and your PC.
- **Single number** – This is the integration of all your communications devices to allow all your calls to be routed to the location and device you decide, under the parameters you choose. For example you can select routing to your mobile if your presence status reads away, or direct calls to voicemail if your diary has a meeting in it at that time. The caller just dials the same number for you every time and the call will be automatically routed to you where every you are or choose for it to go.
- **Call switching between devices and network** – There are a number of technologies that allow the user to be on a mobile telephone call as they walk into their office and that call can switch from the mobile network and onto the wireless network utilizing the on-net reduced or free call options. Calls can also be seamlessly switched from mobile phone to desk handset while still in the conversation.

KPSN typically can save 25% on network services budgets, and is achieving a fivefold increase in bandwidth at no extra cost.