

Helping build a better public sector with Better Ways of Working



PSN puts communications at the heart of public sector change. **Are you ready to seize the opportunity?**

Welcome to our guide to unlocking the value of PSN. Whether you're a small or large organisation, whatever your fixed or mobile needs are, we're now in a position that will help you transform your communications and achieve better ways of working. That's our commitment to you: we will help you use the technology within these frameworks to get the best out of your employees, give your citizens better service and respond to policy changes decisively.

Inside you'll find a full summary of the services and expertise we provide to help you maximise the PSN opportunity and get more from your communications.

Most notably you'll see we've recently added to our public sector mobile solutions with a comprehensive range of data connectivity and IT infrastructure services. That means we now offer you a much broader choice

of integrated services under both the PSN Services and PSN Connectivity frameworks. Everything from mobile voice to wide area networks.

So talk to us about what you want to achieve. Tell us what you'll need to change to make it happen. Together, we'll find the solution.

How to find what you need

Whether it's our WAN connectivity services, the fixed and mobile solutions that we offer under the PSN services framework or our approach to G-Cloud you'll find them here. You can also use the links below to explore the sectors we serve and the approach that makes us different.

Discover what makes Vodafone different

Find out how our approach can help you find better ways of working:

1. Our approach to helping you deliver change »
2. We're committed to being a secure partner to work with »
3. We tailor our support to your individual needs »

More on our experience

We have extensive public sector experience covering:

- Central government »
- Local government »
- Healthcare »
- Criminal justice »

Learn more about our services

We provide communication and connectivity technologies under two separate frameworks that make up PSN:

PSN Connectivity Framework

LAN and WAN connectivity services »

PSN Services Framework

Lot 1: Communication services »

Lot 3: Conferencing services »

Lot 5: Call and contact centre services »

Lot 6: Mobile voice and data services »

Lot 8: LAN services »

Lot 9: Gateway services »

Lot 10: Unified services »

Additional G-Cloud services

Lot 1: IaaS »

Lot 3: SaaS »

Lot 2: PaaS »

Lot 4: Specialist Cloud Services »

Better ways of working

We understand how hard change can be in the public sector, where so many people are dependent on the services you provide.

Our approach to change and how it works

Our approach to helping you deliver change is called Better Ways of Working. It's a tried-and-tested methodology that helps you understand your organisation's challenges and design new approaches to overcome them. It helps us to go beyond your expectations, mobilising and equipping your people to be able to work more flexibly and more effectively.

BWoW foundation – our most comprehensive consultancy service, including modules on People, Process, Technology, Space and Leadership Alignment.

BWoW discovery – providing an initial insight into what could be achieved with BWoW principles, consisting of an eSurvey, site observation exercise and bench mark business case.

BWoW insight – a module enabling you to run your own work style analysis eSurvey to identify how people are currently working and potential opportunities for improvement.

Mobility study – a short stand-alone study focussed on a discrete set of field workers within your organisation.

Benefits realisation study – a stand-alone study focussed on defining success criteria, and evaluating the business benefits accrued, for the implementation of a specified pilot implementation.

Device selection workshop – designed to help you select appropriate devices based on industry standard criteria as well as your criteria for a particular set of devices and/or business requirements.

Call centre discovery – this module explores the nature of your contact activities together with the needs of the organisation which exists to service them.

We are committed to deploying these services, along with our technology and vision, to help make the PSN framework a success. Combine this with real appetite for change, and the result will be better ways of working throughout the public sector.

Support for PSN Connectivity Framework solutions

Overview of the support options we provide for services under the PSN Connectivity Framework

As one of the four Government Communication Network (GCN) suppliers we have extensive experience of supporting solutions in Central and Local Government, Criminal Justice and Health. We also support a range of integrators and suppliers to government.

With this level of experience you can rest assured that our support service model is aligned with ITIL best practice and ISO27K and ISO20K methodology.

Our services are delivered via a tiered model designed to deliver a consistent customer experience. Our Standard service is free of charge or you can choose to pay for our Enhanced or Premium support as required. This means you only pay for what you need, and can scale up and down as your needs change.

Our three tiers of service:

Standard - available free of charge to all PSN Connectivity Framework customers. Includes essential implementation support, plus service elements through an IVR which routes to the operational support areas. We also provide a desk based shared service team for support and escalation and standard generic reporting is included.

Enhanced – includes standard service offerings plus a shared, named service manager. Also provides training and testing for PSN delivery, plus customer service reviews, improvement plans and management information and analysis.

Premium – includes enhanced service features plus a dedicated service manager. Also provides detailed service reports, a service development plan and strategic reviews, plus our highest level of SLA available.

Support for PSN Services Framework solutions

Overview of the support options we provide for services under lots 1, 3, 5, 6, 8, 9 and 10

Every challenge is different. So where we don't have an appropriate pre-defined service or support solution available, we can create a bespoke one to meet your specific needs. To achieve this we use a process that ensures every solution we develop meets the quality demanded both by you and by us at an acceptable cost.

Delivering best practice as standard

We understand the complexities of transitioning existing services. That's why we use a standard delivery framework for service transition aligned with ITIL best practice. This combines a robust methodology with a common set of reusable tools for defining, planning and executing service transition.

The right level of service for your needs

Our services are provided on a tiered model designed to deliver a consistent customer experience. You only pay for what you need.

Our four tiers of service:

Foundation – core service features and basic implementation support.

Comprehensive – includes core service features plus select key additional services such as training, testing, basic implementation and ongoing support.

Enhanced – contains most components of the service, generally supported on-site and will include ongoing support as applicable.

Total – contains all component elements of the service plus premium on-site support if applicable or our highest level available of SLA for ongoing support.

Enabling better ways of working for **central government**

As part of our ongoing commitment to helping change how the public sector works, we're working with central government to develop solutions to a number of critical challenges. These include:

Central government memorandum

of understanding – helping realise in-year cost savings while driving further efficiencies.

Workplace transformation – promoting the strategic benefits available in greater workforce productivity, increased efficiency, carbon reduction and property savings.

Commercial interchange programme – helping to improve the commercial capability within government through an exchange of skills and knowledge with the private sector.

Lone Worker – a service providing protection and peace of mind for lone workers – a panic button on their standard mobile phone which enables us to locate them and call emergency services if appropriate.

Field Worker – allowing staff to work more flexibly and efficiently, enabling employees to increase their productivity by up to 20% in a working week.

Directory – providing pan-government accessibility to employee contact information, synchronised from local departments to a central repository.

We're working with the Department for Transport (DfT) and the Department for Business Innovation and Skills (BIS) to mobilise more employees and make more efficient and productive use of office resources. Savings from property rationalisation alone are anticipated to reach over £7million.

[View full case study >>](#)

Enabling better ways of working for **local government**

We're committed to helping local government transform services to enhance the lives of citizens, improve service delivery and address budget constraints. In local government, we've already implemented a range of approaches including:

Helping address digital inclusion and social mobility – using our network coverage to support both economic and social growth in the community.

Bringing you closer to citizens – our contact centre solutions are helping improve community engagement and a more effective contact centre workforce.

Mobilising frontline services – helping protect and truly mobilise critical frontline services by giving employees access to the right information when and where they need it (e.g. allowing social care workers to access client information at the point of care).

Workplace transformation – complimenting our work with central government, helping local government identify and deliver significant benefits in productivity, efficiency, carbon reduction and property savings.

Unified communications – helping increase employee productivity by bringing fixed, mobile and desktop communications together.

Directory – provides pan-Government accessibility to employee contact information, synchronised from local departments to a central repository.

We've worked with Fife Council to mobilise its housing repairs unit – delivering a better service for citizens that has also achieved rapid return on investment.

'Almost immediately we saw productivity increase significantly with around 20% more jobs completed each day. TotalMobile enables us to stay in touch with the team out on the road and send them directly to their next job without returning to the depot.'

Allan Barclay
Service Manager
Fife Council
Building Services

[Read the full case study »](#)

Enabling better ways of working for **healthcare**

We're already working with many NHS organisations and private healthcare companies to improve patient care. We're also playing a key role supporting the transition from Primary Care Trusts to Clinical Commissioning Groups. Our work has included:

Helping healthcare professionals deliver care in the community whilst staying safe – using tablets with secure access to up-to-date records in the patient's home – rather than having to complete a paper form at the patient's house and then travel back to a desk – we've helped nurses at Blackpool Teaching Hospitals NHS Foundation Trust save up to an hour a day and complete up to ten more patient visits a week. We can also offer lone worker 'panic button' protection, increasing safety and giving staff the peace of mind they deserve.

Streamlining vital data capture – using technologies such as digital pens to remove the need for re-keying information and making accurate patient data available within 15 seconds. This has saved Doncaster and Bassetlaw Hospitals NHS Foundation Trust 30 hours every week.

Providing advice and support – enabling trusts to rationalise their property, mobilise their teams and transform their working practices. For one customer, this freed up 10,500 extra staff hours a week.

Moving care from hospital to home – allowing more treatments to be made available in patients' homes with remote monitoring solutions, such as those delivering intravenous immunoglobulin. This means patients can have more control over their conditions, without compromising on the medical support they receive.

Appointment reminder services – people lead busy lives, it's all too easy for them to forget appointments. This, of course, causes problems and wastes time and resources. We can help by reminding the patient of their appointment so they don't forget.

Through tablet solutions, Blackpool clinicians are able to generate real-time data on community health activity, helping management planning and performance reporting. The result is reduced administration and travel time for community health workers, meaning more time can be spent with patients.

'We're now better at capacity planning – and having more time to spend with patients which means we're better able to spot problems and provide better advice, which leads to greater prevention.'

Paul Morris
Assistant Head of Informatics
and Performance
Blackpool Teaching Hospitals
NHS Foundation Trust

[View the full video case study »](#)

Enabling better ways of working for **criminal justice**

We're working with 43 UK police forces and other frontline criminal justice agencies to help them reduce crime, prevent incidents and improve engagement with citizens. This includes:

National Police Framework – we are the sole provider nominated to provide services under the National Police Framework for mobile telephony and PNN3 Framework.

Streamlining crime recording processes – resulting in sizeable savings in non-emergency control rooms.

Vehicle fleet tracking solutions – allowing police forces to make significant efficiencies across their vehicle fleet.

Social media applications – assisting police force efforts in communicating more effectively with a wider range of the community.

A landmark mobile personal security solution – helping police protect high risk victims of domestic violence. Our innovative TecSOS handset offers one-button contact with emergency services as well as many more specialised adaptations to help users take back control of their lives.

Mobile identification solutions – by using the built-in cameras on their smartphones, officers can now capture real-time photographic evidence at the roadside or on the street.

Video enabled justice – we help to streamline the efficiency of existing video endpoints in courts and reduce costs of high security transportation through a managed video service overlay. We also provide a prison to court integration service, bringing witnesses into the court room via secure video links.

Our BlackBerry solution will help South Yorkshire police save **30 minutes per shift per officer** in reduced paperwork alone, generating efficiency savings of over £6m per year.

'To be an effective crime prevention unit, our administrative procedures must be first class. But every minute I spend completing paperwork is a minute away from the very people I joined up to serve.'

Sgt. Simon Davies
Project Manager
South Yorkshire Police

[Read the full case study »](#)

Enabling better ways of working

Effective communications are more important than ever. To accommodate the changing demands the public are placing on the services you provide, you need to be able to work more efficiently, collaborate more fluidly and keep a tight rein on costs.

To make sure you get the right solution to meet these challenges, we offer a comprehensive range of services under both the PSN Services and Connectivity frameworks. In addition, we also offer services within all four lots of the G-Cloud Framework:

PSN Connectivity Framework

| | |
|-----------------------------------|------------------------------|
| LAN and WAN connectivity services | Learn more » |
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PSN Services Framework

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| Lot 1: Communication services | Learn more » |
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| Lot 3: Conferencing services | Learn more » |
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| Lot 5: Call and contact centre services | Learn more » |
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| Lot 6: Mobile voice and data services | Learn more » |
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| Lot 8: LAN | Learn more » |
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| Lot 9: Gateway | Learn more » |
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| Lot 10: Unified services | Learn more » |
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G-Cloud Framework

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| Lot 1: IaaS | Learn more » |
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| Lot 2: PaaS | Learn more » |
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| Lot 3: SaaS | Learn more » |
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| Lot 4: Specialist Cloud Services | Learn more » |
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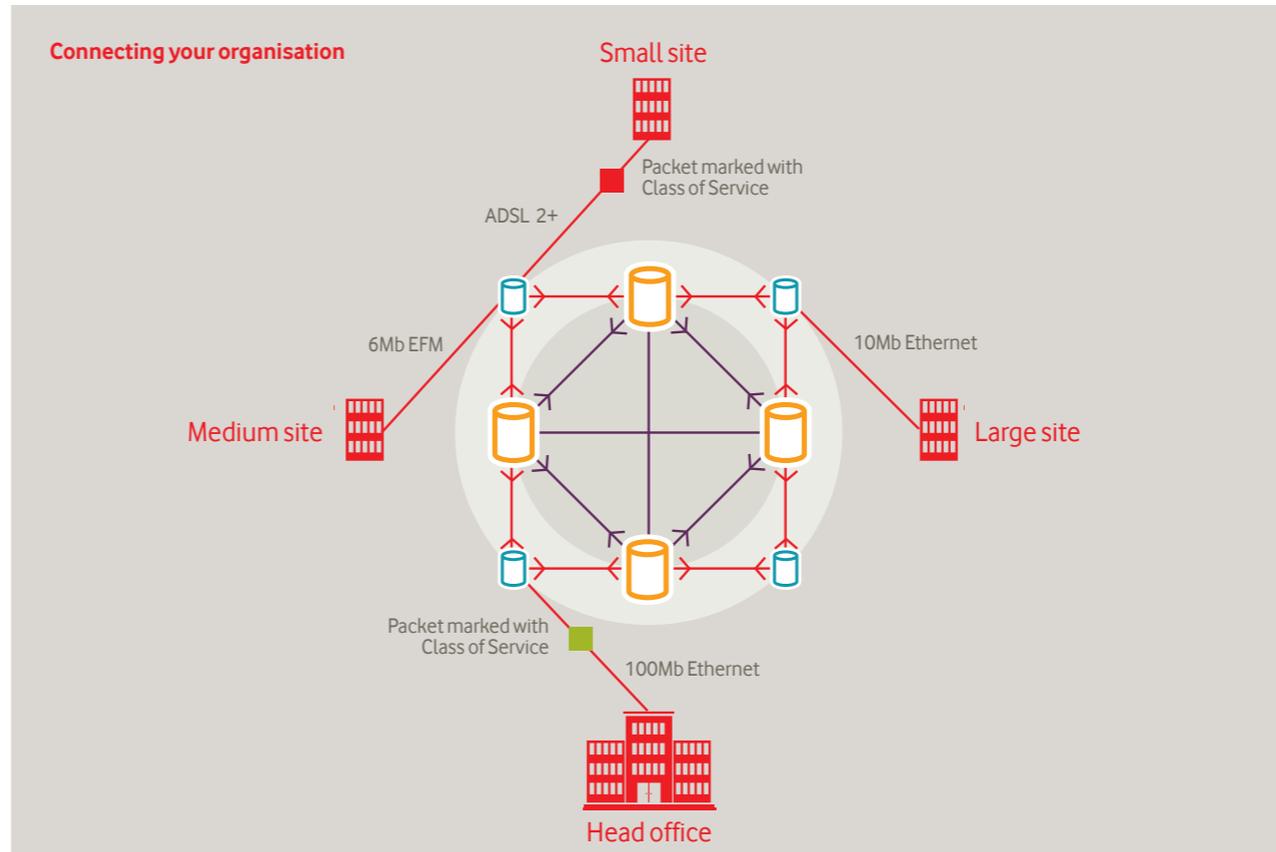
PSN Connectivity Framework Services

Our **infrastructure** and service

Our services within the PSN Connectivity Framework are built on a network that is trusted by the Foreign and Commonwealth Office and many other public sector organisations.

We are also committed to significant ongoing progress in this area and will invest over £900m in our network this year alone. This will enhance and improve an already extensive UK fibre network of 20,500km with presence in over 400 towns and cities, as well as 425,000km of international network that covers 150+ countries worldwide.

We also provide you with a comprehensive range of SLAs and professional services.



PSN Connectivity Framework services

Our MPLS IP VPN private wide area networking service gives you a cost effective way to connect your office locations and remote and mobile workers on a single secure network.

Minimised organisational risk – we ensure your business-critical traffic is protected with our proactive network management and SLAs.

Supporting business growth and agility – it's easy to add and change sites, users and applications and flex bandwidth as your organisation dictates.

Tailored to suit your requirements – we have a range of access, resilience and bandwidth options – so we can tailor the service to meet your requirements.

With the security your organisation demands – we also provide a range of complementary services to help you make the most of your wide area network, including Secure Remote User Access that provides highly secure connections for your remote and mobile workers.

PSN Connectivity Framework services

Our full offering under the PSN Connectivity Framework includes the following key services:

Domain name resolution service – a managed hosting service that supplies secure domain name resolution for the PSN and the internet.

Transition service – offering a controlled and detailed transition process in line with PSN standards.

Connectivity services – providing PSN-compliant connectivity for a range of premises from large to small buildings, shared or single occupancy, delivered via a wide range of access technologies, in addition to our MPLS IPVN offering.

Encryption service – use this service to access secure services, create private networks, securely access cloud-based data services and apply appropriate security for the transmission of data to levels required by government.

Local Area Network service – providing maintenance, monitoring and management of your premise based wired and wireless Ethernet infrastructure.

Professional services – a full range of consultancy services suitable for small to large scale organisations and solutions.

An aerial photograph of a cable-stayed bridge under construction. The bridge's deck is a light blue color, and several workers in safety gear are visible on the deck. The bridge's cables and towers are visible against a dark, textured background. A large purple rectangular box is overlaid on the left side of the image, containing the title text in white.

PSN Services Framework Solutions



Lot 1

Communication Services

Our services in lot 1 are designed directly around the people who will use them, providing the right solutions for the right people and ultimately enabling more collaboration throughout your organisation.

Creating a **better service**

We believe that the key to effective communication services is ensuring they are built around the people who use them. By ensuring our solutions are flexible, robust and implemented to suit the needs of end users, we can make a real difference to the working lives of our public sector customers.

Services within lot 1

A full range of solutions and products including Managed IP Telephony (PBX), IP Trunking and Inbound Call Management – all tailored to the public sector.

IP trunk – our IP-based Voice Public Switched Telephony Service provides IP voice connections from our Switched Network to on-premise IP PBX or IP Contact Centre Equipment.

Inbound call management – enables callers to contact your organisation using a variety of geographic, non-geographic and premium rate numbers.

Hosted email and collaboration – provides enterprise class email, document and content management for users across and within government bodies.

Hosting and cloud services – a range of secure managed services that enable you to outsource some or all of your hosting requirements. Includes a portfolio of computing, security, storage and infrastructure components.

Managed security – providing content filtering for email and web, two-factor authentication, protective monitoring to meet Good Practice Guide 13 (GPG13) and a range of managed secure devices. Also includes firewalls, intrusion detection and gateways.

Internet – circuits and bandwidth for internet access, including a wide range of additional features, support and service information.

Network optimisation – providing visibility of business application usage and performance management over your network in real time.

We've worked with Aberdeen City Council to help it find better ways of managing repairs and service calls. In doing so we moved them from a primarily paper-based system to a more flexible mobile solution.

The results were significant:

- first-fix percentages have risen from 62% to 86%
- the average number of jobs completed each week has increased by 46%
- customer satisfaction has grown from 86% to 95%

Allen Small
Project and Systems Manager
Aberdeen City Council

[Read the full case study »](#)

An aerial photograph of a large, vibrant green lawn. Several groups of people are scattered across the grass, some walking, some sitting on the grass, and some standing in small clusters. The perspective is from directly above, looking down on the scene. The lighting is bright, suggesting a sunny day.

Lot 3

Conferencing Services

We can help you move video conferencing from being a sometimes under-used resource to something far more powerful. The proliferation of devices, networks and desktop clients is enabling ad-hoc video conferences as and when needed. Soon, video conferencing will be available whether people are in the office, working from home or on the go.

Discover **better ways** of working with conferencing

Conferencing solutions play a unique part in enabling an organisation to improve face-to-face collaboration. At the same time they help provide a more flexible working environment for employees and reduce travel costs.

Services within lot 3

Supply, installation and maintenance services – helping you find the right solution for your needs, whether room-based, desktop-based or mobile.

Assisted booking services – delivering an assisted booking and meeting set up service so you can book in advance or at short notice.

Video test facility – offering motion and sound sources including live face-to-face testing with a specialist support engineer if required.

Customer assistance and training – offering you help, reporting and monitoring of your video conferencing system.

Migration services – helping you quickly and effectively migrate older video equipment to the platform.

Enhanced video call monitoring – monitoring solution that constantly measures network performance to ensure a consistent video experience.

Self-launched conferencing – enables end users to launch conferences using a managed video endpoint directory.

Operator launched conferences – launches video and audio conference participants into video calls with the addition of meet and greet and attended monitoring capabilities.



Lot 5

Call and Contact Centre Services

Call and contact centre technology provides perhaps the single largest opportunity for improving communications with the public. We can help you deliver a better service with solutions designed around how your people work best.

Delivering a **better class** of contact

We believe there is still considerable room to drive more efficiency creating more effective services supported by new technology.

Services within lot 5

Fixed voice call centres – tailored around individual organisations' processes and call centre operators so that citizens' needs are placed at the heart of the call journey.

Multimedia contact centres – linking fixed call centre functionality to channels such as instant messaging and social media platforms, creating more flexible communication options for citizens.

Smart distribution – ensuring citizens are put through to the right person to help them with their query, meaning greater efficiency and most importantly better service.

Inbound calling – making it easier for the citizen to contact the advisor they have spoken to originally, creating a more cohesive experience.

Multi-site link – creating more flexibility for call centre operators regardless of location, giving a better citizen experience.

Call management solutions – providing workforce optimisation and workforce management information, meaning organisations can manage and control their resources effectively and adapt to varying demands.

Outbound and proactive contact – including scripting, campaign information and appointment setting.

Voice recording – enabling you to retrieve voice notes or conference recordings using a PIN. Our service captures, indexes and retrieves voice and screen interactions in traditional time-division multiplex (TDM), internet protocol (IP) or mixed telephony environments.

Network interactive voice response – our network-hosted Voice Interaction service enables you to route calls or provide self-service, asking you to input information either by pressing a phone key or speaking to the system.

'Contact centres, though often considered merely an operational function, are... first and foremost a communications 'touch point' and should be treated as such. The focus should be on quality: delivering the best possible service to meet (or exceed) citizen expectations within the available and appropriate resources. It should not just be about minimising costs.'

Central Office of Information

An aerial photograph of London at dusk, featuring The Shard skyscraper prominently in the foreground. The city's lights are beginning to glow, and the River Thames is visible in the background. The sky is a mix of orange and blue.

Lot 6

Mobile Voice and Data Services

Public sector use of voice and email solutions has changed considerably in recent years. It's no longer simply about core voice and data plans. Today, these services must be enablers of change, whether it's reducing the time needed to complete paperwork or supporting field workers while they are out and about.

Innovative solutions for better public services

The true opportunity today is to provide employees with mobile voice and data solutions tailored to your specific requirements.

We're innovating on all areas of the public sector. Our mHealth Professional solution is helping healthcare organisations get more from smartphone technology. Potentially vulnerable public workers are using our Lone Worker solution to stay safe. In criminal justice, our TecSOS solution is helping protect at-risk members of the public.

By embracing innovation and getting more from mobile voice and data solutions you can measure return on investment in tangible productivity hours. As a result, you could gain value from lowering not just your mobile phone bill, but from reducing your entire operating budget.

Services within lot 6

Voice services – voice tariffs specifically designed to match public sector organisational requirements.

Email services – established multi-platform capability. Secure email is available through hosted IL-compliant email servers. Remote lock/wipe.

Data services – user-specific mobile broadband packages for heavy, intermediate or occasional users. Plus dedicated IL-compliant data fixed link solutions.

Machine-to-machine (M2M) – market-leading Global Data Services Platform technology which is already used by the utilities and automotive markets.

Managed support and service – standardised and bespoke helpdesk-to-helpdesk and helpdesk-to-user support across all solutions.

We're enabling clinicians at NHS Cumbria healthcare to access clinical information and update data when visiting patients in their homes. This has improved the speed of decision making at the point of care and is receiving positive feedback from patients.

'Being able to update records from any location means nurses' administration time is now reduced by around 15%.'

Clare Rice
Operational Service Manager
South Lakes Respiratory Team
NHS Cumbria

[Read the full case study »](#)



Lot 8

LAN Services

Maintaining a high performance local area network is crucial to minimising downtime and ensuring business continuity and productivity. We provide a range of services that ensure a high-quality service that is tailored to your organisation's needs.

Delivering local area network performance

Our LAN service offers a wired and wireless based Ethernet switching infrastructure that we can design, implement, maintain and manage to your bespoke requirements.

Services within lot 8

Maintained LAN – provides remote and on-site support for equipment, all incident reporting and service restoration activities, including on-site break/fix maintenance.

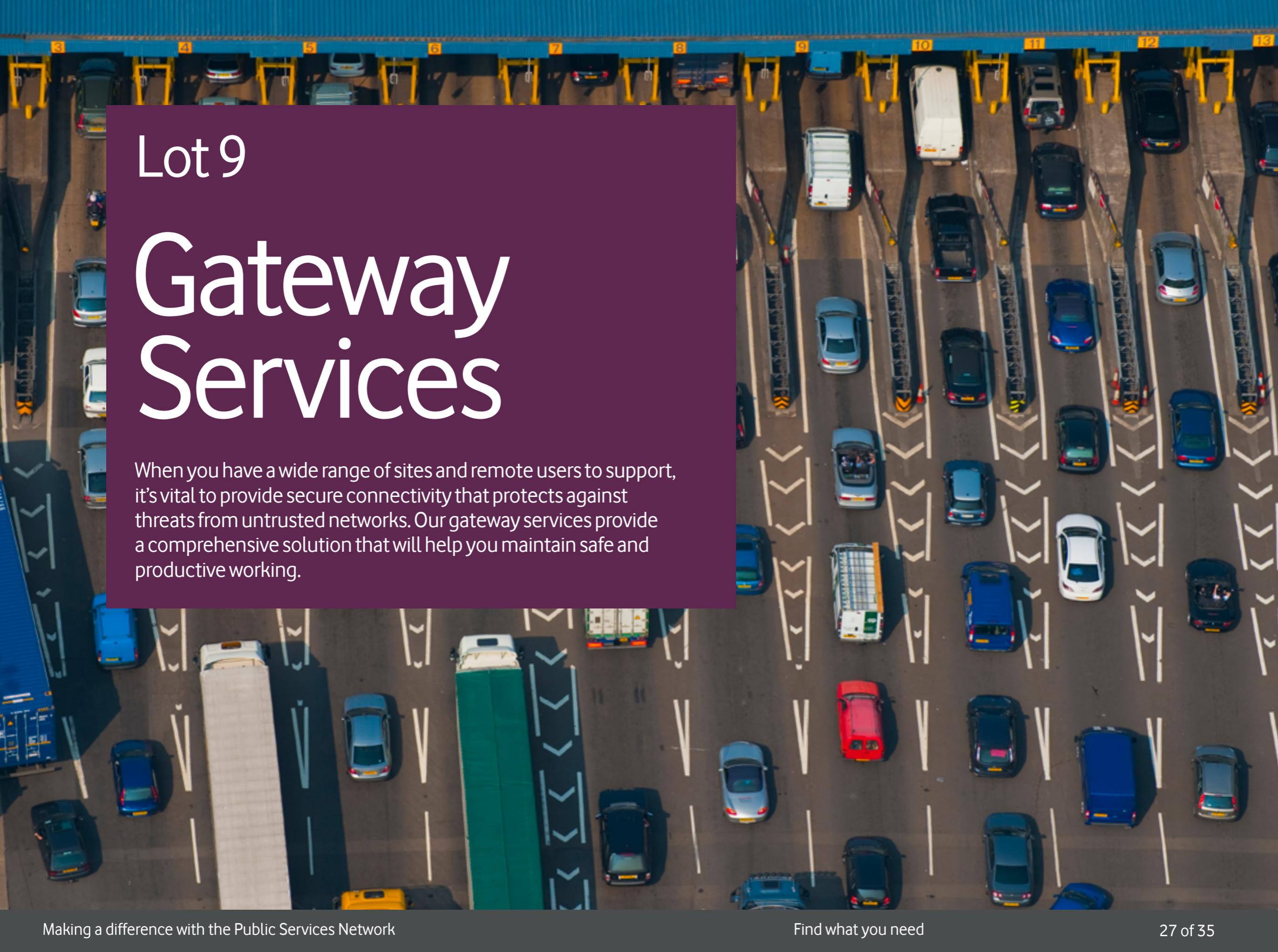
Monitored LAN – monitoring of your network over a remote VPN connection, identifying service defects, responding to alerts and alarms and maximising availability of your network infrastructure.

Managed LAN – this service builds on our Maintained and Monitored services by providing complete lifecycle management of your network.

Equipment provisioning – we provide all networking equipment you need according to your required specification.

Professional services – includes on-site surveys and consultations, network audits, convergence readiness audits, wireless LAN surveys and ad-hoc consulting.

Cabling services – offering cabling installation and maintenance as required.



Lot 9

Gateway Services

When you have a wide range of sites and remote users to support, it's vital to provide secure connectivity that protects against threats from untrusted networks. Our gateway services provide a comprehensive solution that will help you maintain safe and productive working.

Ensuring **secure communications** across your infrastructure

Our gateway services provide secure communications between multiple security zones such as untrusted internet networks and trusted internal networks.

Services within lot 9

Managed gateway service – enables delivery of a multi-tier gateway infrastructure that can be used to provide secure communication links between two or more security zones.

Managed remote access gateway – enables authorised users with secure remote access to their data via a wide variety of access methods – including Mobile 3G, Broadband, Wi-Fi hotspots and other public internet connections.

Email relay – supports the secure transmission of email at a range of protective markings.

Internet gateway – provides secured, monitored outbound internet access that is filtered through an accredited firewall infrastructure.



Lot 10

Unified Services

Lot 10 offers the scope and flexibility for organisations to truly realise the benefits of better ways of working. It contains the technologies and services that, when combined intelligently, offer powerful ways to transform today's public services. We believe that only by delivering truly unified services will the PSN's objectives be met – or exceeded.

Better ways of **engaging the public**

By bringing together the right services, you can streamline your processes, enable your employees to do their best work and help to provide better services to the wider public.

Services within lot 10

Network provision – provision across mobile, fixed, local area, wi-fi and fixed-to-mobile converged networks; mobile and fixed VPN; and APN.

Mobile services – SMS, EMS and MMS services; mobile voice, devices and data; machine-to-machine SIM services; mobile email; lone worker services; and paging.

Voice services – local, national and international calls; fixed-to-mobile; managed voice services; voicemail services; DDI; and NGN services.

Audio, video and web conferencing services – including messaging services.

Hosted services – secure BlackBerry service; secure Android/IOS/Windows email service; email and web gateway services; internet services; hosted email and collaboration services; secure Mobile Device Management.

Device management and security – secure device management of all mobile devices and logistics; secure remote access for laptop/netbook; encryption; anti-virus and malware protection; and two-factor authentication services.

Better ways of **engaging the public**

Professional services – professional installation and configuration; project management; full consultancy services covering mobile working, systems and technical advice, BES, telecommunications, infrastructure works, PBX integration, call centre, communications spend, unified communications, user adoption, audit and discovery, and business efficiency.

Security services – we can provide security services including CLAS, ITHC and consultancy. We also provide the majority of services in versions suitable for the highest levels of security classification.

Unified communications services – hosted and managed unified communications and messaging; IP call centres; contact centres; and fixed-to-mobile convergence.

Contact centre services – call centres; ACD wallboard; multimedia contact centres; pro-active contact; MIS management information and analytics; workforce optimisation; CRM; IVR and voice recording; IP PABX equipment; and call logging.

Remote access services – secure VPN, mobile and fixed; endpoint security and encryption; and APN.

Gateway services – PSN connections; DNSP, SP, GCN and internet; PSN email/internet; and secure gateways.

A new converged IP network we supplied for Cambridgeshire County Council has enabled it to achieve a **true business transformation**, helping meet its objective to develop an empowered and responsive workforce, whilst delivering more than 20% – £1.2 million – savings over a three year period.

“Our vision is that staff work flexibly, balancing work/life pressures and the needs of the community - satisfying these and their own requirements.”

Alan Shields, Technical Architect,
Cambridgeshire County Council



G-Cloud Framework Services

The G-Cloud framework

The G-Cloud framework offers an easy procurement route via an online service catalogue known as CloudStore. Vodafone offers you cloud and pay-as-you-go services at competitive prices with a list of

growing services in line with each new G-Cloud iteration. Our services cover all four lots of the G-Cloud Framework (IaaS, PaaS, SaaS and Specialist Cloud Services) at a range of different security levels.

| We offer the following services under the G-Cloud Framework: | | | |
|--|--------------------|-------------|---------------------------|
| Service | Impact level | Lot number | Lot name |
| Private cloud | IL2, IL3 | Lot 1 | IaaS |
| Flexible computing | IL0, IL1, IL2 | Lot 1 | IaaS |
| Collaboration | IL3 | Lot 3 | SaaS |
| Video | IL0, IL3 | Lot 2/Lot 3 | PaaS/SaaS |
| Cloud storage | IL2 | Lot 2 | PaaS |
| Co-location | IL0, IL2, IL3, IL4 | Lot 1 | IaaS |
| Mail | IL2, IL3 | Lot 3 | SaaS |
| Computing services* | N/A | Lot 4 | Specialist cloud services |
| SMS service | IL0, IL2, IL3 | Lot 3 | SaaS |
| Police mobility | IL3 | Lot 3 | SaaS |
| IP telephony | IL2 | Lot 3 | SaaS |

*Computing Services are essentially Professional Services for all services listed above.

Secure to the core

Security is, of course, critically important to the public sector. So much of the trust and confidence people have in their public services is dependent on how you handle the huge amount of sensitive information you have access to. That's why we make sure that everything from our infrastructure to the partners we work with meets the necessary security requirements.

Security assurance – we provide security assured services, suitable for all impact levels, and maintain multiple certifications including ISO27001, CAS(T), ND1643, PCI:DSS and BS25999.

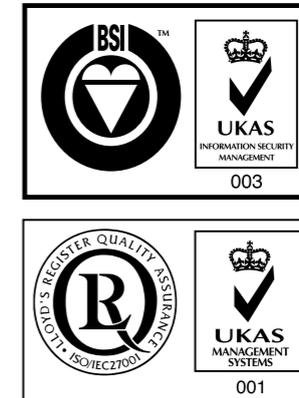
Security consultancy – we also have extensive security professional services, including CLAS, ITHC, PCI/DSS, CHECK Testing and a dedicated Public Sector Customer Security Team.

Extensive experience – we also supply secure communications services for most of the UK central government, local government and the judiciary. This includes the GSi, GCF, Government Connect and the Police National Network.

Secure sites – we have invested in multiple List X facilities across the UK and have a physical security team working closely with CPNI.

Security cleared and trained staff – our own in-house security vetting team ensure that all employees are cleared to required standards.

Many of our people are cleared to BPSS with thousands more cleared to the higher levels of Security Check(SC) or Developed Vetting (DV) as required. Our employees as needed are also trained to operate on sensitive or dangerous sites including Weapons Ranges, Air Side and Critical National Infrastructure.





Let's talk

If you've got questions about any aspect of the PSN, there are three ways we can begin to help:

1. **Speak to us on 0845 8942710.** One of our consultants will be able to answer any questions you have and advise what we could do for your organisation. If you're an existing Vodafone customer, call your account manager (calls charged at standard network rate).
2. **Book a workshop.** Let us run a half-day workshop with your senior team and show you where your organisation should be focusing its attention.
3. **Visit our Customer Experience Centre (CEC).** Bring your senior team to our CEC in Newbury for a half-day session where we'll show you the core approaches and technologies behind transforming your organisation.

For more information visit [vodafone.co.uk/perspectives](https://www.vodafone.co.uk/perspectives)