

Vodafone UK to help Southend-on-Sea Borough Council employees and local community with new communications services

- **Integrated mobile, fixed and internet communications will allow staff to work flexibly and where the community needs them the most**
- **Local Community will benefit from faster access to the Council's services via new Vodafone call centre service**

Southend-on-Sea Borough Council employees will soon be able to serve their community faster and more effectively thanks to Vodafone One, the unified communications service that lets businesses integrate their fixed, mobile and PC-based communications so they work seamlessly together. For the Council, this will not only help make them more efficient, but save them money as well.

The award-winning Vodafone One will give the Council's employees the flexibility to work wherever and whenever required while not missing vital calls or emails.

This means they'll be able to log in and out of any fixed or mobile phone with a PIN number and access one voicemail for all mobile and landline calls. Phase two of the project will see calls to an employee's landline automatically route to their mobile if they leave their desks making it even easier for colleagues to stay in touch on Vodafone's reliable and fast network. Employees will then have one number for their fixed and mobile calls.

For people living in Southend-on-Sea the improvements to the Council's customer service centre operations from Vodafone UK's new call centre solution will speed up access to key services and support such as Council Tax advice over the phone. The improvements will enable the council to automatically route calls to staff in other buildings if the customer service centre is experiencing high call volumes.

Nick Corrigan, Southend-on-Sea Borough Council's Head of Customer Services, said: "The new systems will enable us to give our staff the flexibility to work where it suits them, while achieving the cost-savings and efficiency improvements we were hoping for.

"We are pleased to have selected Vodafone as our supplier of mobile, fixed line, unified communications and a contact centre system which will mean we can reduce costs and deliver essential services to the community more efficiently."

For more information about Vodafone One and Vodafone's unified communications go to:

vodafone.co.uk/business/ml/unified-communications/vodafone-one

ends