Helping you make Network Services work for you

Vodafone
Power to you

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Introduction

Here at Vodafone, we understand how crucial Digital transformation is to public sector organisations wanting to make services simpler to use and more efficient to run. That's why, whether you're a small or large organisation, we are committed to supporting you in delivering your transformation strategies.

Whatever your fixed or mobile needs, we can help you improve the way you use communications and ensure you're optimising your technology to support your workforce and service users.

You can explore a wide range of solutions designed specifically to meet the needs of organisations like yours . This overview will give you a flavour of what's available through the Lots we feature in and how we can support you through the sales process.

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Contents

Data access services

These services are designed directly around the people who will need to access the internet and share services across sites, ultimately enabling more collaboration throughout your organisation.

We have three robust solutions, all are tailored to the public sector:

IPVPN QoS

- Creates local VPNs so that a number of sites are able to intercommunicate and consume any centrally hosted services

- A secure private network using the latest fixed and mobile access technologies for cost-effective connectivity, with options for remote and mobile access

- Prioritise business-critical applications, phone calls and video traffic

- Scalable to grow and adapt as you need it to, reducing costs through a single network

PSN Connect

- PSN compliant service that allows each site to communicate with any other site and to consume centrally hosted services on your network as well as accessing sites and services that reside on the PSN, meaning your employees can use centrally hosted PSN Services.

PSN Connect Encrypt

- Provides secure access to PSN Shared Services, using a local access connection to the Vodafone network

- Create a secure closed user group to enable one site to securely communicate with another so that they can both access services on your network

These services enable 'any to any' site connectivity, allowing you to extend services between two sites through our Virtual Private Wire Service. As a result, your LAN can be extended between up to 50 sites. This is known as an Ethernet VPN service.

> **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.**
>
> **Fife Council**

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Local connectivity services

We can help you deliver local area network performance via a wired and wireless based Ethernet switching infrastructure, designed and implemented to your specific requirements. We also provide a fault reporting and service restoration capability, including on-site engineering for LAN hardware if it's needed so you can always be assured of a reliable service.

Monitored LAN

We provide 24/7 monitoring of your network over a remote VPN connection, which will:

- identify service defects
- respond to alerts and alarms
- maximise availability and reliability of your network infrastructure

This service can be applied to just the specified hardware or, if necessary, the entire infrastructure.

Managed LAN

This service builds on our Monitored service by providing complete lifecycle management of your network. two sites through our Virtual Private Wire Service. As a result, your LAN can be extended between up to 50 sites. This is known as an Ethernet VPN service.

> **Our network enables the 101 Single Non-Emergency Number Service to handle 28 million calls per year across England, Scotland, Wales & Northern Ireland. That's 4 times more calls than 999.**

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Traditional telephony services

Our range of telephony services includes traditional telephony, voice VPN services and SIP trunks so that your organisation can make and receive telephone calls.

We utilise three different types of connection:

1. Direct voice connection

- Connects your organisations' premises to Vodafone's nearest point of presence

- Via cable, copper cable or licenced microwave radio, so you can have direct access

2. Indirect voice connection

- An indirect line where the connection is provided to your organisations premises via the BT local exchange and BT network to the Vodafone network

- Or pass your calls direct to Vodafone for routing and delivery

We provide and manage all aspects of the above voice services and will be your point of contact for any service queries.

3. SIP Trunk Service

- An Internet protocol (IP) direct voice connection that provides your organisation with an IP connection to the PSTN

- From your premises directly to the Vodafone network over a Vodafone data circuit

- We maintain existing telephony equipment and price this against a simple, per-port basis for simple seamless migration from TDM to an IP telephony infrastructure

- Supplementary services available to provide addition resilience for highly critical services

Our professional services

We'll create a team of the appropriate size and structure if you need support with:

- Programme management

- Security

- Service management training

- Transitional change migration

> "
> **Our fixed and mobile networks keep the staff at NHS Blood and Transplant connected, reducing the time it takes to match donors to patients nationwide. Our data centre also hosts blood.co.uk, allowing donors to book and amend appointments in real time.**
> "

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Inbound telephony services

By providing you with a non-geographic number, we deliver inbound telephony services via the fully resilient Vodafone Intelligent Network.

We offer a full range of inbound services - our portfolio includes the following Ofcom regulated Core Component non-geographic number ranges shown below:

Service	Non Geographic Number Ranges
1	03 (UK wide)
2	0500 (Freephone being withdrawn by Ofcom in 2017)
3	0800 and 0808 (Freephone)
4	International Freephone
5	09 (Premium Rate Services)
6	084 and 0870,1,2,3 (special services)
7	01 and 02 (Area Call numbers routed via the Intelligent Network)

- Route calls to different destinations, based on your chosen criteria, e.g. time of day, day of week

- Make your customers experience more cohesive – e.g, redirect a call to another line if one is busy

- Full call reporting so that you can make the most of your inbound calling telephony

- Fully integrated with our Network-based Interactive Voice Response platform, enabling you to route calls or provide a self-service option

"We are the network provider for 77% of emergency services and work with local authorities all over the country."

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Mobile voice and data services

To help organisations boost flexible working and improve service delivery, we have developed a comprehensive range of mobile data solutions. At the core of these services is our resilient mobile network. We've launched 4G in over 199 UK cities and major towns with speeds typically six times faster than 3G. And we plan to roll-out to 98% indoor coverage in the next couple of years.

Voice services

- Designed to match public sector organisational requirements, catering for all voice call volume profiles
- Make or receive voice calls using the Vodafone mobile network on any device that is open to our network

Data services

- User-specific mobile data packages designed around the level of data access you need.
- Protects your data, your network and your device
- Easy exchange of data across our network, supporting increased focus on channel shift from off-line to online

Corporate Applications

- Secure email services and devices with Vodafone Secure Device Manager (VSDM), a comprehensive solution for secure management of devices, apps and content.

A mobile data applications service customised to your requirements covering Care services, Housing, Maintenance, Environmental services, Asset management, IT tools and Enhanced productivity

- Our mobile data collection solution ensures that any data collected in the field is accurate and up to date, helping you improve both the quality and efficiency of your service delivery
- Remotely manage and secure all smart mobile devices, by giving each smartphone, tablet, laptop etc a secure profile so that the entire fleet can be visible

"Enabling the largest police Service in the UK, The Metropolitan Police to communicate securely across the 620 square miles they serve."

Met Police

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Mobile voice and data services

Machine to Machine (M2M)

Connect compatible devices and machines to the internet, transforming them into intelligent devices that can be simultaneously monitored and managed, exchanging real-time information. With up-to-date real-time data from the field you can plan, organise and deploy your resources more effectively. M2M applications in the public sector include:
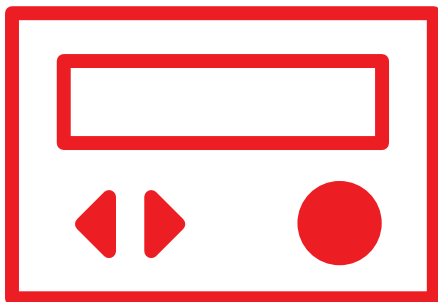
- Programme management
- Security
- Service management training
- Transitional change migration

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We're helping 245 London North West Healthcare NHS Trust staff reduce paperwork and increase time spent delivering care by using tablets to access and update the patient records of their 850,000 local residents.

99

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Paging services

Our geographically extensive Vodafone paging network ensures high quality resilient power supplies, battery backup on power failure and resilient communications links. Our service covers 98% of UK population (including Northern Ireland) and 82% of the total UK land mass, and is monitored for alarms 24/7 by a dedicated monitoring team.

Our paging services include:

- Numeric paging service - telephone number or coded messages up to 80 digits

- Word paging service – alphanumeric messages

- 24/7 Bureau service - numeric or alphanumeric messages, taken and sent by an operator to a paging device with the ability to re-send messages and set up additional paging services

- Specialist paging devices can also be supplied

Connectivity is excellent and it's hugely reassuring to have the Vodafone organisation, network and managed service behind us. We know that we have their support should we need it.

Fife Council

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Video-conferencing services

Our 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.

Our services include:

- **Supply, installation and maintenance services -** helping find the right solution for your needs and maintaining video endpoints

- **Assisted booking services and self-launched conferencing -** book in advance or short notice with a web-based scheduling portal and directory

- **Operator launched conferences -** additional options such as meet and greet with an operator who checks video and audio quality

- **Customer assistance and training -** support, reporting and monitoring of your video conferencing system

- **Enhanced services -** including virtual rooms for flexible meeting space to hold video meetings on demand

- **Migration and monitoring support -** Vodafone Delivery Managers will ensure that services are seamlessly deployed in time for the agreed start date, migrate older video equipment to the platform and ensure you receive the best HD quality experience

Vodafone saved £40m over 5 years with the introduction of VC whilst increasing productivity by 20%.

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Audio-conferencing services
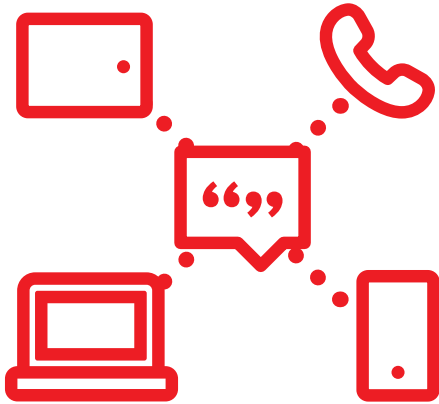
This service enables the booking of an audio conference either through an online portal or by calling the Vodafone reservations desk.

- User is provided with the details for the call so that they can conduct the call without the assistance of an operator

- Conferences can be managed using employees own device

- Invite both internal and external attendees to the conference

- Using our conferencing scheduling service with operator support, you have the ability to hold larger audio conferences for up to 1,000 participants.

> **Our people working collaboratively, innovatively and efficiently are our true differentiators.**
>
> **Jeroen Hoencamp
> CEO Vodafone UK**

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Integrated communications

We provide technologies and services that, when combined intelligently, offer powerful ways to transform today's public services, ensuring they're truly unified and integrated. Your workforce can have the freedom to work efficiently and communicate instantly, wherever it's convenient for them to do so.

We can offer Lot 5 services such as VONE-C via Lot 10.

- Fixed, mobile calls, voice mail and desktop communications as well as presence, messaging, conference and social media all work together seamlessly

- Reduces fixed costs by eliminating legacy infrastructure

- Capacity can easily be scaled up and down, as your needs change

Vodafone Unified Communications cloud services give your workforce access to real time and non-real time communications, on a range of devices, meaning they have everything they need at their fingertips.

Services include:

- **Network 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

Our standard implementation of all of these services includes system design, planning, technical architecture, installation, testing, and service portals.

We offer a full range of supplementary professional services to assist with all aspects of Information and Communication Technology (ICT). We use professional consulting methodology and work with you to organise on-site surveys and consultations, network audits, convergence readiness audits, wireless LAN surveys and ad-hoc consulting.

Professional services are available on a day rate or defined deliverable (fixed price) basis.

Security is critically important to the public sector. That's why we make sure that everything from our infrastructure to the partners we work with meets the necessary security requirements.

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Find out more

If you have questions about any aspects of our service offerings on the Network Services Framework, please get in touch:

Speak to your Vodafone Account Manager who will be able to answer questions and advise what we can do for your organisation. We have a team of framework experts who can support and guide on complex queries.

Visit our Customer Experience Centre (CEC) in Newbury. We regularly host half day sessions with senior executive teams where we share insights and demonstrate the core approaches and technologies behind some extraordinary organisational transformations within the public sector.

Go online at
www.vodafone.co.uk/frameworks

Email
networkservice@vodafone.com

> **Helping South Central Ambulance recycle £500k into front line care through our unified communications platform, meaning the 450,000 calls they receive are routed to the right person, first time.**

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Why Vodafone?

Proven experience in helping organisations like yours optimise the way services are delivered, to benefit your workforce and service-users.

All your communications and technology needs can be met through **one supplier,** thanks to our total communications portfolio and partnerships with specialist technology vendors.

Trusted by the UK public sector to run major programmes, helping frontline organisations to make critical savings and improvements whilst ensuring the resilience of national communications infrastructures.

Mobile communications and network technologies for government organisations can be supported **directly from the UK**.

We offer **innovative packages** that remove many barriers currently preventing public sector organisations from benefiting from new technology.

We work with Central Government, Defence, Criminal Justice, Police, local and regional government and Healthcareorganisations large and small. They depend upon our solutions and excellent partnerships and cooperation with other government suppliers and service integrators.

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Every year, we enable 100,000 DWP users across 950+ sites to deliver welfare payments to over 20 million claimants.

We've helped Fife council serve their 360,000 residents 20% quicker, by equipping 800 field-based operatives from electricians to plumbers with our rugged mobile technology.

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Why Vodafone?

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.

Frameworks expertise

To make sure you get the right solution to meet today's challenges, we offer a comprehensive range of services under Network Services RM1045. Our services within this framework are built on a network that is trusted by the public sector.

Vodafone Infrastructure Investment

We're committed to building our strongest ever network, indoors and out. We're investing over £1 billion to make our network more reliable than ever before. And as part of our commitment to being the connection you can trust, we offer a comprehensive range of SLAs and professional services.

❝

Network Service Framework is a fantastic opportunity for you, our customers, as it aims to deliver savings, choice and flexibility. For Vodafone, as a supplier across 9 out of 10 Lots we provide over 70 services which help meet your needs and quickly deliver simpler public services.

❞

Tina Kennedy, Head of Frameworks Vodafone

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