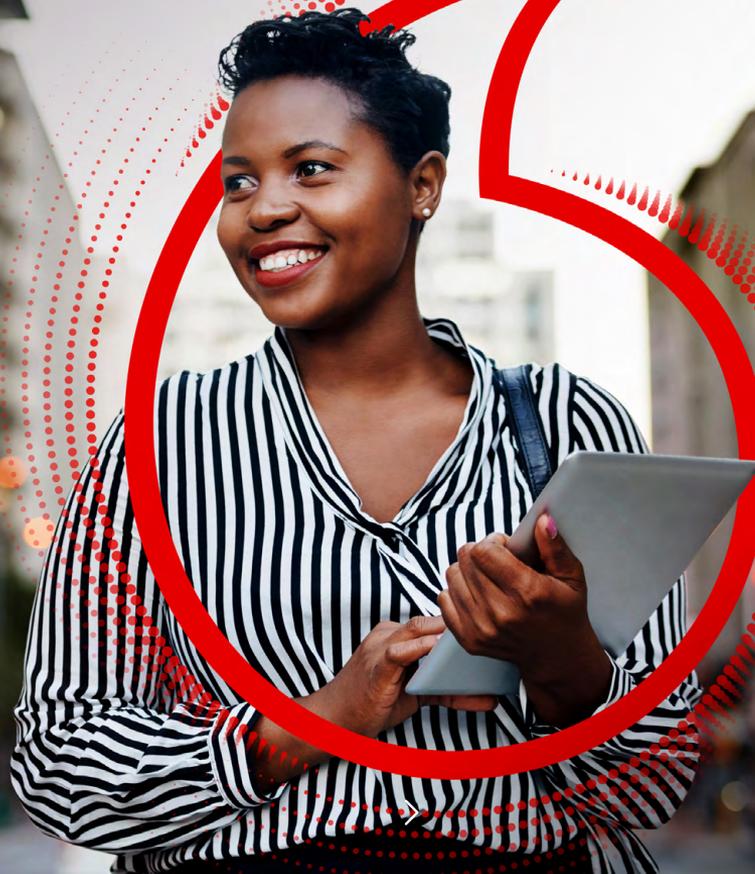


Accelerating digital transformation in Local Government



Together we can
vodafone
business

Maximising the opportunity

Digital – in all its guises – is an enormous and positive opportunity for Local Government to transform and improve the way it works, the way it engages citizens, and the way it delivers services.

The immediate impact of COVID-19 was that a large number of the total 2.2m Local Government employees who would normally work in offices were given the ability to work from home. Arguably the most impactful digital transformation local government has ever seen occurred almost overnight.

Vodafone stands ready to support each and every one of the UK's 408* local authorities as they seek to establish longer-term solutions to how employees work in the future. What is clear is that flexibility and access to digital services will be at the cornerstone of future plans, whether employees are at home, in the office, or in local communities.

*Based on gov.uk figures



Customer story: Wirral Council and Age UK
Linking up citizens with loved ones.



This document explains
our vision for Local Government digital transformation.



Contents

In this digital brochure you will find:

> Realising ambitious plans

Addressing the critical challenges of Local Government Leaders.

> Embracing digital working

Making the everyday more efficient with digital connectivity.

> Improving the citizen experience

Helping people live the lives they want.

> Delivering smarter services

Using smart IoT solutions to drive efficiency and reduce carbon footprints.

> A holistic view of community support

From education and emergency services, to advice for parents, we're here to help.

> Why Vodafone for Local Government?

Sharing the same vision, values and purpose.



Get the most from this document. Best viewed on your work desktop or laptop.

 Click (+) to open a new page with more in-depth information

 Click (x) to return to the page you were on

 Click (Home icon) to take you back to this page



Realising ambitious plans

Local Government budgets have been under severe pressure for a decade, made worse by the growing demand for services such as adult social care. Further strain has been put on resources by heightened citizen expectations for 24/7 access to services and support.

Councils have responded by looking towards new ways of working, improving service delivery, innovating for efficiency, and cutting costs. Cross-departmental digital programmes are now being realised at scale and this is the moment for organisations to deliver against the Government's and their own ambitious digital plans.

Vodafone is helping to deliver these ambitions – right now – with innovative technology and reliable network connectivity.



Customer story: Fife Council

Increasing productivity by 20% across the Housing Repairs team with ruggedised mobile devices and the TotalMobile app.



Take a look at these interactive visuals to see where we're already making change happen



Workforce mobility



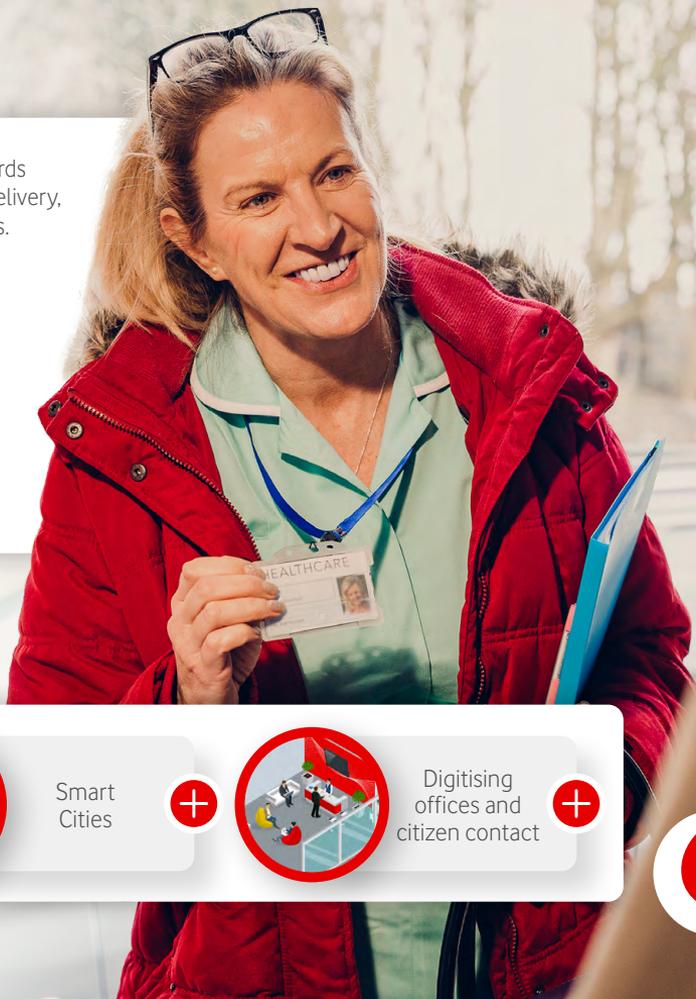
In and around properties



Smart Cities



Digitising offices and citizen contact



Embracing digital working

The way we work is constantly changing. The recent pandemic has brought this into sharp focus, with digital services being used to support remote working, help improve service delivery and streamline back office functions.

For example, Vodafone is seeing growth in network use, cloud access and more intelligent data networks. Additionally, user devices such as PCs, tablets and other mobile technologies can help to support more efficient and secure everyday work by enabling workers to connect to these services and with each other remotely.

Digital services can help:

- Improve remote access to information, documents and central databases out in the community, giving Local Government workers the power to take action and make decisions for a better citizen service – all in a secure data environment. For example, social care providers and carers can access real-time information about a service user's history and situation.
- Support teams to be able to monitor their staff and assess the time they spend at a given location. If for example, an appointment overruns, the team could then alert other service users if they should expect a delay.
- Repair and maintenance teams to record on-site information directly onto mobile devices to reduce paperwork. They're gaining remote access to centralised data, while automated dynamic job scheduling allocates the best person for each job. These all help to speed up service delivery and improve workforce efficiency.
- Safeguard the people providing services in the community. Lone worker protection solutions are a great example of technology being used for good. From housing officers and maintenance repair staff working alone in sensitive areas, to care providers travelling to remote parts of their region, protecting workers is critical.



Customer story:

Bedford Borough Council

Motivating and re-energising frontline workers with a Total Workforce Mobility solution.



The tools we use for embracing digital working

Ensuring your data is always available and secure with Vodafone Cloud & Security

Cloud First is one of the UK Government's flagship technology policies. We enable a smooth, uninterrupted journey to the cloud with our range of traditional IT hosting, cloud-ready IT and digital services.

Find out more



Creating control of your network, securing your data and delivering cost savings with SD-WAN

The ability to easily and cost-effectively connect different Local Government sites and flex your network up and down is a great asset. Find out how we're helping to make this possible.

Find out more



Helping to safeguard workers on the frontline: Lone Worker Protection

A remotely managed 24/7 personal alarm system puts Local Government workers immediately in contact with an emergency support service if they find themselves in difficulties while out in the community.

Find out more



Enabling better collaboration between teams with Unified Communications

Speed up lines of communication in a single converged communications network to enable better collaboration across departments and functions, both inside Local Government buildings and out in the community.

Find out more



Mobilising Community Workers with Total Workforce Mobility Solutions

Putting the right technology in the hands of your mobile workers for simpler, faster and smarter working. Employees have more information at their fingertips – giving them the power to take the action they need or make decisions whenever they have network coverage.

Find out more





Improving the citizen experience

In its 'Councils Can' conference paper, the Local Government Association wrote: "Communities have a right to expect good quality services and councils have the ambition to deliver these in a way that helps people live the lives they want".¹

At Vodafone, we help Local Government organisations achieve this by providing a better, more connected, and inclusive citizen experience.

- **More ways to communicate:** Councils are engaging with citizens using a multi-channel approach. This includes online, webchat and social media, enabled by our network connectivity.
- **Self-service:** Mobile and web technologies have also made it easier than ever for the public to self-serve and access local services via online portals – cutting the cost to the local authority and enabling a 24-hour access model.
- **Improving maintenance:** Internet of Things (IoT) sensors in properties can help to improve the quality of response to citizens' housing maintenance requirements, whilst reducing a council's need to provide unsolicited maintenance on boilers, pipes and damp prevention.
- **Better insight:** Our cloud-ready IT and digital services help local councils to unlock the value of data, with analytics and intelligent feedback providing accurate citizen data, whilst ensuring a secure environment.

¹ https://local.gov.uk/sites/default/files/documents/Conference%20paper_13.1%20WEB.pdf



Customer story: Lancaster City Council

Building a digital district with Smart Surveillance Solutions.

Watch the video



Customer story: Social landlord in Wales

Trialling our Internet of Things sensors to better monitor property.



The tools we use for improving the citizen experience

Improving access to citizen services – call, social media, website – with Vodafone storm®

With council staff working from home, it has become increasingly important that citizens are able to access services remotely. By moving these services online and supporting the community with digital inclusion, it helps a wider demographic get access to the services they need.

Find out more



Tackling fly tippers with Vodafone Smart Wireless Camera

Fly tipping can happen anywhere – and it's a huge cost to councils. Our portable smart camera solution is helping to deter and capture footage of perpetrators.

Find out more



Help ensure safer communities with Smart Surveillance solutions

Providing high-resolution footage across local communities for recording and live streaming over our network to monitor the street environment and safeguard citizens.

Find out more



Wireless Cloud-Based LAN – Flexibility, visibility and control for future proofed-connections

Our reliable wireless cloud-based LAN connectivity offers faster connections and greater capacity, helping Local Government meet the growing expectations of citizens and workers.

Find out more



Delivering smarter services

Making their towns the best possible place to live and work is a common ambition for many Local government organisations. A greener, more sustainable community, whether in cities, towns or villages, is part of that ambition and the concept of 'smart cities' powered by Internet of Things solutions is now very much on the strategic agenda.

Waste management is a big challenge, both environmentally and due to the increased tax burden for landfill. Our IoT capability is helping to make bin collections more efficient and contributing to smarter approaches to energy use.

- **Smart cities and the green agenda:** IoT and 5G offer huge potential to improve energy efficiency and cut carbon emissions in busy urban areas.
- **Caught on camera:** Smart CCTV surveillance technology monitors local communities, day and night, to improve safety and boost citizen confidence.
- **Clean air:** IoT monitors installed in urban centres can sense and report back to central systems on local humidity, dust levels, harmful chemicals, pressure, and other factors – minute by minute.
- **Greener offices:** Smart meters, installed in offices, depots, call centres and more, can collect and report data on electricity, gas, and water use.

"Swansea city centre – close to our spectacular bay and sandy beach – is undergoing one of modern Europe's most exciting urban regeneration schemes. Our £1bn transformation story can only be written with strong partners and Vodafone is one of those. As our city leads Wales out of the pandemic, Vodafone's collaborative approach, responsiveness and creativity is helping our city centre become smart, digitally enabled and connected."

Rob Stewart, Council Leader, Swansea Council



Customer Story: Ramping up speeds in Swansea

Expanding our 5G network gives businesses and resident faster mobile connections.



Customer Story: Getting trams on track in West Midlands

Improving tram safety and accessibility with CCTV and our 5G network.



The tools we use for delivering smarter services

Improving waste management with Smart Bins

We're using Internet of Things technology to connect data captured from the underside of litter bins with central teams. This enables more efficient waste collection, leading to an improved environment.

Find out more



Connected public transport, traffic, water level and flood monitoring

Intelligent networks utilising IoT and 5G help to improve the efficiency of energy-intensive services, such as public transport, public road networks and street lighting in connected Smart Cities.

Find out more

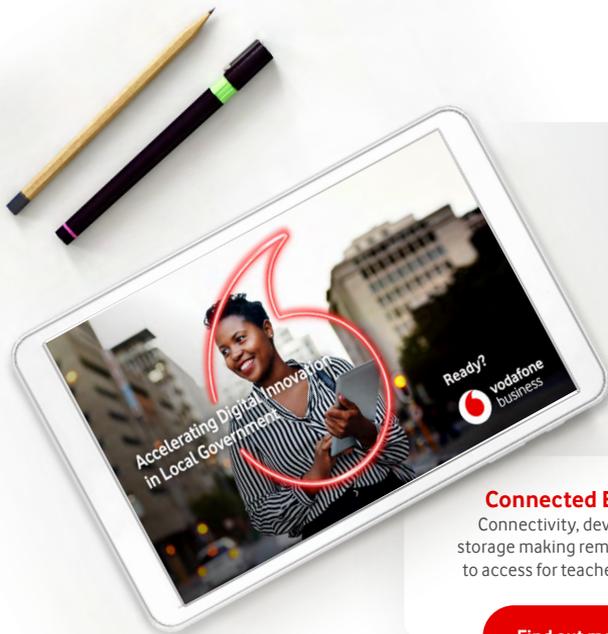


Trailblazing smart parking solutions

Vodafone has partnered with Transport for West Midlands and West Midlands 5G to develop a new smart parking system in Birmingham – the first in the UK to determine parking availability in real time using 5G and real-time data processing.

Find out more





A holistic view of community support

At Vodafone, we know that Local Government interacts with a wide range of other public sector and non-governmental organisations to deliver a comprehensive service to citizens and business. Here are just some of the ways in which we're working with these community partners.

Connected Education:

Connectivity, devices and cloud storage making remote learning easy to access for teachers and students.

Find out more 

Digital Parenting:

Helping families live a happy and safe digital life with tips, news and advice.

Find out more 

Health in the Community:

Supporting the digital transformation of health and social care with innovative technology and 5G connectivity.

Find out more 

Entertainment & Tourism:

Paving the way for new experiences with 5G networks connecting fans with the action in sports arenas and other venues.

Find out more 

Rural Communities:

Working to transform rural Britain with 5G as a blueprint for change.

Find out more 

Climate Change:

Working with Defra and Forest Research to pilot local environmental studies using IoT technology.

Find out more 



Why Vodafone for Local Government?

At Vodafone, we are committed to helping Local Government accelerate its digital transformation. As the huge value of technology and connectivity continues to be recognised at every level of the public sector, we're investing in the capabilities to speed up this transformation.

Yet we recognise that budgets are still a challenge. The key is to truly innovate through technology. Using it for improved and more cost-efficient citizen engagement. To enable predictive maintenance. To better manage resources and drive sustainable, safer communities. And to integrate records and data capture across systems and devices for a superior workforce experience.

Our mission is to connect the UK and build an exciting digital future that works for everyone. This aligns with the UK Government's Digital Strategy. And we've made a series of commitments that include: prioritising mission critical communications, providing network capacity and services for essential government functions; and promoting inclusion for all in a Digital Society.

We are a British company, sharing the Local Government belief that improving the lives of everyone will result in a brighter future for us all.

Looking to accelerate your digital transformation?

Get in touch with your dedicated **Vodafone Account Manager** or call **0808 0998877** to discover how we're innovating for digitally inclusive communities, improved connectivity and a more rewarding employee experience.







Ensuring your data is always available and secure

Vodafone Cloud & Security

Why Vodafone Cloud & Security

Cloud First is a flagship UK Government technology policy. Like all public sector organisations, Local Government is expected to evaluate cloud solutions first before considering any other option for IT hosting due to the significant efficiencies it offers.

Cloud enables IT and back office functions to be procured via an on-demand, self-service model, making it a major contributor to cost reduction in Central and Local Government.

What's the solution?

Our goal is to make cloud work for you. Our connectivity, multi-cloud & security solutions can help local government organisations make the most of the cloud opportunity. Our services support every stage of the Cloud First journey as we:

- **Advise:** Helping you to decide on the best solution for your needs
- **Build:** Building a secure and reliable cloud infrastructure
- **Move:** Safely and simply migrating your data and applications
- **Manage:** Keeping your cloud solution, secure, up to date, available and efficient – all managed on your behalf

By enabling the seamless and secure flow of data across your organisation - between people, places, applications and things - we help fast-track digital transformation.

What's the outcome?

A well-executed cloud strategy can be truly transformative. Cloud unlocks new opportunities to put data at the heart of Local Government business, changing the way data is captured, held and analysed to add value to your citizen services. With our range of services, workers can operate remotely, with ready and secure access to the right systems and data. Local councils can reach and engage citizens and communities – deploying and scaling new virtual services, overcoming physical barriers and the constraints of legacy technologies.





Creating control of your network, securing your data and delivering cost savings

Software Defined Wide Area Network (SD-WAN)

Why SD-WAN?

Keeping things simple is often the quickest and most cost-effective route to managing change, while ensuring your communications stay up and running. SD-WAN makes this happen by unravelling the complex network infrastructures that often characterise the multi-site Local Government landscape and providing topologies and equipment to give high levels of resiliency. In a sector tasked with keeping down costs, SD-WAN offers a clear, secure and cost-effective path to network transformation.

What's the solution?

SD-WAN is simply an SD network applied to a WAN. When you're operating out of a number of different buildings, they are likely to have diverse network needs. A large site may have a lot of real-time traffic, while

a satellite office might have basic connectivity needs. With Vodafone SD-WAN, you can configure and control your network to optimise application performance and asset utilisation, quickly and easily via a self-service online portal. It uses the cloud to dynamically steer connectivity and its smart, yet simplified, network technology delivers a sustained communication network service 24/7.

What's the outcome?

- Local Government employees can confidently use their digital tools to collaborate and work securely across both legacy and new systems.
- SD-WAN gives the flexibility to 'right size' your network to meet surges in demand - creating cost savings and greater agility in responding to changing needs.

- Network managers have a single point of access for quick and easy control of a network.
- The virtual network environment makes it easier to update security rules across all sites, devices and the cloud.
- Changes can be automated and made in real-time, in response to new business and application demands.
- Gateways that allow us to support a hybrid estate of traditional and SD-WAN sites during transition to your new SD-WAN ensure any dual running costs are kept as small as possible.





Helping to safeguard workers on the frontline

Vodafone Lone Worker Protection



Why Vodafone Orbis Lone Protection?

Local Government employees often find themselves working alone in sensitive or remote areas, from housing officers and maintenance repair staff, to care providers travelling to a service user's home. Local Government has a duty of care to these frontline workers. But more than that, it's important for employees to feel confident that appropriate measures to protect them have been taken.

What's the solution?

Our solution is a remotely managed personal alarm system that puts employees immediately in contact with a 24/7 alarm receiving centre (ARC) if they find themselves in difficulties while out in the community.

The service provides two levels of protection (Red and Amber). Amber alerts allow lone workers to leave a brief message before embarking on a potentially dangerous job. They input the expected duration of their visit into a countdown timer. If the timer expires or they manually trigger a Red alert, the message is then relayed to

the ARC operators working 24/7 who will listen to the call, assess the situation, locate the worker and coordinate an appropriate response – summoning emergency services if necessary.

What's the outcome?

This round-the-clock service gives peace of mind to both managers and lone workers that they are being monitored against a wide range of threats or challenges, including verbal and physical abuse, accidents, illness, or injury.

The benefits include:

- Direct dialling to police control rooms across England and Wales
- Secure solution ensures employees can work in safety
- Discreet service that's effective and simple to use
- Quick, accurate location of lone workers
- Satisfies legal requirements to protect employees
- Morale increases through the reassurance of rapid assistance





Enabling better collaboration between teams

Unified Communications

Why Vodafone Unified Communications?

From legacy landline telephone systems, to mobiles, desktops, laptops and tablets, today's communication and collaboration landscape can be complex. Our Unified Communications solutions unravel this complexity to unite colleagues with one of the biggest, most resilient voice and data networks globally.

What's the solution?

Vodafone Unified Communications and collaboration tools deliver Fixed Mobile Convergence (FMC) that helps to address the limitations of the legacy systems in place. Flexible working means that your teams out in the community can benefit from communication and collaboration capabilities normally only available in the workplace.



What's the outcome?

Speed up lines of communication in a single converged communications network to enable better collaboration across departments and functions, both inside Local Government buildings and out in the community.

With Unified Communications from Vodafone, you will:

- Get closer to the public
- Improve the effectiveness of your workforce
- Simplify your communications
- Secure your organisation's information





Mobilising Community Workers with Total Workforce Mobility Solutions

Why Vodafone Total Workforce Mobility?

Local Government workers are under increasing pressure to get more done in less time. Vodafone Total Workforce Mobility puts the right technology in the hands of your mobile workers for simpler, faster and smarter working.

What's the solution?

Total Workforce Mobility (TWM) is a suite of mobile applications, technologies and services that help workers spend less time on administration – and more time doing the job they signed up for.

The suite of software services has a focus on directing, scheduling and organising mobile workforces, with a flexible range of offerings.

What's the outcome?

With more efficient mobile working, your employees will have more information at their fingertips – giving them the power to take the action they need or make decisions wherever they are.

Among the benefits are:

- Access to office systems from anywhere with network coverage
- Unlock increased workforce capacity
- Improve compliance and consistency
- Deliver measurable savings
- Keep data secure
- Build more job satisfaction - with more achieved each day





Improving access to citizen services - call, social media, website

Vodafone storm®

Why Vodafone storm®?

With councils working from home, it has become increasingly important that citizens are able to access services remotely. By moving these services online with **Vodafone storm®** and supporting the community with digital inclusion, a wider demographic can gain access to the services they need via an internet connection, whenever they need them.

What's the solution?

Our omni-channel cloud contact centre solution **Vodafone storm®**, lets people reach you through chat, email, fax, social media, text message, voice and web. They can switch between channels with ease, and your agent will be able to view the

whole conversation from a single app – so they can offer a more personalised experience. It's a fully customisable solution, enabling you to choose the functions you need to provide the best experience for citizens and agents alike - and only pay for those you use.

What's the outcome?

- A fully scalable solution provides a reliable foundation for how people want to work today, while future-proofing your contact strategy for the future.
- You can create alternative digital channels for citizens to contact your organisation, driving quicker response times and an improved experience.

- Members of the public receive a more personalised service, with intelligent routing ensuring they reach the right professional and get help as quickly as possible. This could reduce waiting time and the associated frustration callers may experience during busy periods.
- Fully customisable functions enable you to provide the best experience for your internal teams and the citizens they serve – and only pay for those you need.
- Assurance that the 24/7 support you receive from **Vodafone storm®** complies with the strictest standards in conformance with Level 1 PCI and ISO27001 security.





Tackling fly tippers

Vodafone Smart Wireless Camera

Why Vodafone Smart Wireless Camera?

It's not possible to cover all areas of your community with traditional CCTV. Sometimes they're just too remote or too challenging. When that happens, fly tipping can become a big problem – and it's a huge cost to councils. Figures from the Department for Environment, Food & Rural Affairs reveal that, for the 2018-19 year, local authorities in England dealt with over 1 million (1,072,000) fly tipping incidents. The cost of clearance runs into the millions.

What's the solution?

Our IoT portable Vodafone Smart Camera solution enables footage to be captured day and night, in all weather conditions. Its portability means that it can be used in almost any location – giving you eyes where you need them most. It's easy to move around and install because it requires no wires or cable. Instead it uses wireless IoT connectivity and securely transmits footage, using a cloud-based platform, to a secure private platform from where the content can be watched via any internet-enabled device, at any time.

What's the outcome?

Precise captured images can be shared instantly with relevant agencies and departments to help them identify fly tippers – or any other perpetrator of a crime in your community.





Monitoring communities

Smart Surveillance Solutions

Why Smart Surveillance Solutions?

You can't be everywhere, all the time. But citizens want to feel safe and to live in a great place. Unfortunately, not everyone feels the same. Anti-social behaviour, property damage, theft, discarded rubbish or the threat to personal safety – these are all familiar issues in local communities across the UK. Improved monitoring helps to deter criminals and aid the prosecution process.

What's the solution?

Our Smart Surveillance Solutions discretely monitor public spaces with high-resolution footage, whatever the conditions, adding a layer of intelligence to existing cameras – turning them into smart, event triggered devices removing the need for continuous human monitoring. This enables councils both to record footage and live stream when necessary over our network, as well as to allow for remote viewing and analysis with the help of our powerful application.

What's the outcome?

Visibility in local communities enables streets, transport hubs, coastal areas and more to be monitored 24/7 with cost-effective continuous surveillance, maintaining a watchful eye on the environment.



Customer Story:
Lancaster City Council –
becoming a digital district.

Watch the video.





Wireless Cloud-based Local Area Network (LAN)

Flexibility, visibility and control for worry-free future-proofed connections



Why Vodafone Wireless Cloud-based LAN?

Employees expect flexibility in how they work. With a LAN system, they will be able to move to a Bring Your Own Device (BYOD) environment as well as having secure access to business systems. State of the art cloud-based wireless LAN also enables a greater customer experience with guest WiFi in your local authority buildings and complete user visibility for analytics.

What's the solution?

With our cloud-based WiFi you can manage your LAN environment remotely from anywhere at any time, making it smooth and easy to log in and control your LAN estate. Analytics on data captured in real time can be used to make more effective and secure decisions around office space, employees and visitors to your buildings. Our Wireless LAN solution also offers three level of professional services (Maintained, Monitor and Managed), which makes in-life management of your Wireless LAN estate simpler and easier.

What's the outcome?

- Highly efficient – optimised for seamless user experience with faster connections and greater capacity.
- Worry free – our managed professional services give you a worry-free working environment as we monitor your network 24x7 and will act immediately* when things go wrong.
- Visibility – gain a clear picture of the network's users, devices and applications. Use analytics to maximise the potential of the captured data to improve the end-to-end user experience and security.
- Agile – multi-site control means you can manage cloud-based LAN from anywhere, reducing the time and money spent on on-site wireless controllers.

*Subject to Level of services obtained (Bronze, Silver & Gold)





Improving waste management with Smart Bins

Internet of Things (IoT) Network

Why Internet of Things?

The Internet of Things makes it possible to transmit information over the internet that's been captured from an object or device, such as a rubbish bin, or from sensors reading temperature and humidity in a building. Ops and maintenance teams can then make decisions about waste collections and monitor the condition of a building remotely in real time.

What's the solution?

Our IoT network and smart solutions are being deployed across local communities in the UK. For example, sensors on the underside of litter bin lids record how full the bins are. This is shared with the litter collection providers who then schedule collections only from bins that are full. Elsewhere, sensors on and inside Local Government buildings, such as care homes and empty properties, enable ambient conditions to be monitored, including temperature and humidity, or spot movement where a property should be empty.

What's the outcome?

Waste teams can deploy resources at the point of need more intelligently, which could help to save time and money, as well as reducing environmental impacts. For example, waste-level alerts help to prevent overflowing bins and associated litter on the streets. Further, IoT sensors in and on buildings can help to safeguard residents, helping to prevent theft or damage to properties. These devices enable local Government to take proactive measures, limiting damage such as damp to council buildings and social housing.





Connected public transport, traffic, water level and flood monitoring

5G and Internet of Things

Why 5G and Internet of Things?

In announcing a green boost for regions to cut industry carbon emissions in January 2021, the UK Energy Minister said: "The UK is leading the world's green industrial revolution, with ambitious targets to decarbonise our economy and create hundreds of thousands of jobs." Smart technologies are helping to deliver this ambition.



What's the solution?

Our intelligent networks utilise IoT and 5G mobile networking, which is the successor to 4G – and up to 10 times faster. They support high capacity and highly reliable mobile connections, which have the potential to bring a new era of connectivity in towns and cities, as well as in a growing number of rural communities. We're already enabling energy-efficient street lighting by working with partners to allow local authorities to securely and remotely measure, manage and monitor all connected street lighting via our IoT technology and mobile network.

What's the outcome?

Over time, IoT technologies will transform every industry, most public services and many aspects of consumers' daily lives. For example, our technologies and services will help to improve the efficiency of energy-intensive services, such as public transport and public road networks in connected Smart Cities. This will provide our customers with the means to achieve a reduction in their greenhouse gas emissions.





Trailblazing smart parking solutions

5G and real-time data processing

Why 5G and real-time data processing?

Parking in urban areas is at a premium. In the West Midlands, 1 in 3 cars circling around city centres are looking for a parking spot, with local authorities struggling to increase availability and reduce traffic. Smart parking is the answer.



What's the solution?

Vodafone has partnered with Transport for West Midlands and West Midlands 5G to develop a new smart parking system in Birmingham - the first in the UK to determine availability in real time using 5G. Working with parking technology provider AppyWay, our solution uses high-definition cameras to look for free kerbside spaces, transferring and processing images in real time on our high-speed, low latency 5G network. Live parking availability is displayed on the AppyWay app.

What's the outcome?

Connected parking schemes powered by 5G can help solve urban parking problems, cut journey times, reduce congestion, improve air quality and make city centres more accessible to locals and visitors. A 5G, high-capacity network from Vodafone can support a regional rollout of millions of connected roadside units.



Bedford Borough Council

What they wanted

Bedford Borough Council sought to roll out a programme of workforce mobility to help it cut costs, improve customer service, and motivate its employees. As part of this, the council targeted the improvement of frontline service efficiency, a reduction in print, storage and real estate costs, and the creation of a flexible working environment.

What we did – Total Workforce Mobility

Understanding that Bedford Borough Council wanted a solution combining different device types, we recommended a mix of laptops and Galaxy 2 smartphones. An initial trial with just one of the council's teams (Food Services), was quickly expanded to 63 different work streams in Regulatory Services.

"It's hard to put a price on the most significant benefit: flexible working has created a better work/life balance for staff. Life is easier with a mobile work environment."

Craig Austin, Assistant Director Environment, Regulatory & Recreational Services, Bedford Borough Council

Outcomes achieved

Our solution for Bedford Borough Council has delivered:

- Improved efficiency across the Regulatory Services team, with quicker administration and reduced travel costs.
- Print and paper costs reduced by 50% due to newly digitised content.
- Allowed the council to review real estate costs through a new hot desk policy due to an increase in mobile working and fewer office-based staff.
- Delivered a better work/life balance for staff, boosting morale, productivity and retention rates.





A Social Landlord in Wales

What they wanted

A not-for-profit Registered Social Landlord in Wales, is trialling our Internet of Things sensors to better monitor its property estate. This reflects the organisation's approach to modernising service delivery, for example it provides tenants with an online portal to book repairs. The organisation is trialling the IoT sensors as a valuable property management resource, which could help it meet 'Fitness for Habitation' criteria.

What we did – IoT property sensors

We are working with the Social Landlord on a proof of concept (PoC) for our Internet of Things sensors. The PoC is using sensors, typically two per house, that can be used to monitor a wide range of conditions, from temperature, humidity and carbon monoxide levels, to motion and sound, depending on the options chosen. IoT-enabled sensors take very little time to set up and there is a long battery life, which leads to reduced maintenance costs.

What's the outcome?

Currently still at Proof of Concept, the IoT sensors provide data that could help tackle one of its biggest property problems, that of damp and humidity. This is its biggest cost of repair. The solution replaces manual checks and detects environmental conditions conducive to mould.

Another potential outcome of using our IoT property management sensors is better monitoring of vulnerable tenants, for example, someone who has recently come home from hospital. The sensor can recognise movement if someone walks past. It then sends information to a management portal, which a housing officer/social care worker responsible for that individual can access. If an individual's level of movement has dropped, it could suggest the tenant has fallen and an alert can be sent to a contact centre.





Click a  to find out more

Enhanced security for lone workers 

Dynamic job scheduling 

 Work anywhere with coverage, on any device

 Connectivity and collaboration





Enhanced security for lone workers

- Housing officers or maintenance repair staff working alone in sensitive areas
- Carers visiting remote locations
- Remotely managed 24/7 personal alarm system





Connectivity and collaboration

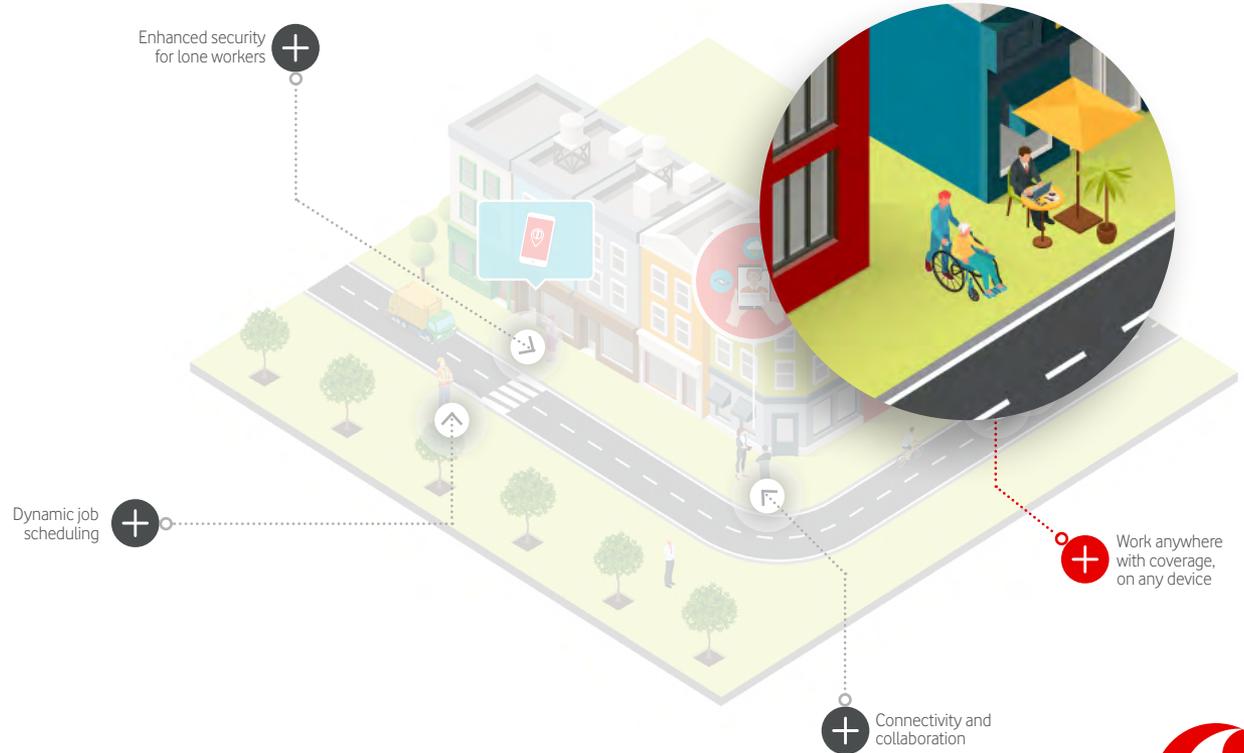
- Speed up lines of communication in a single converged network
- Convergence and collaboration tools enable better communications across departments and functions, both inside Local Government buildings and out in the community
- High-definition video conferencing services connect colleagues in different buildings and in multi-agency meetings





Work anywhere with coverage, on any device

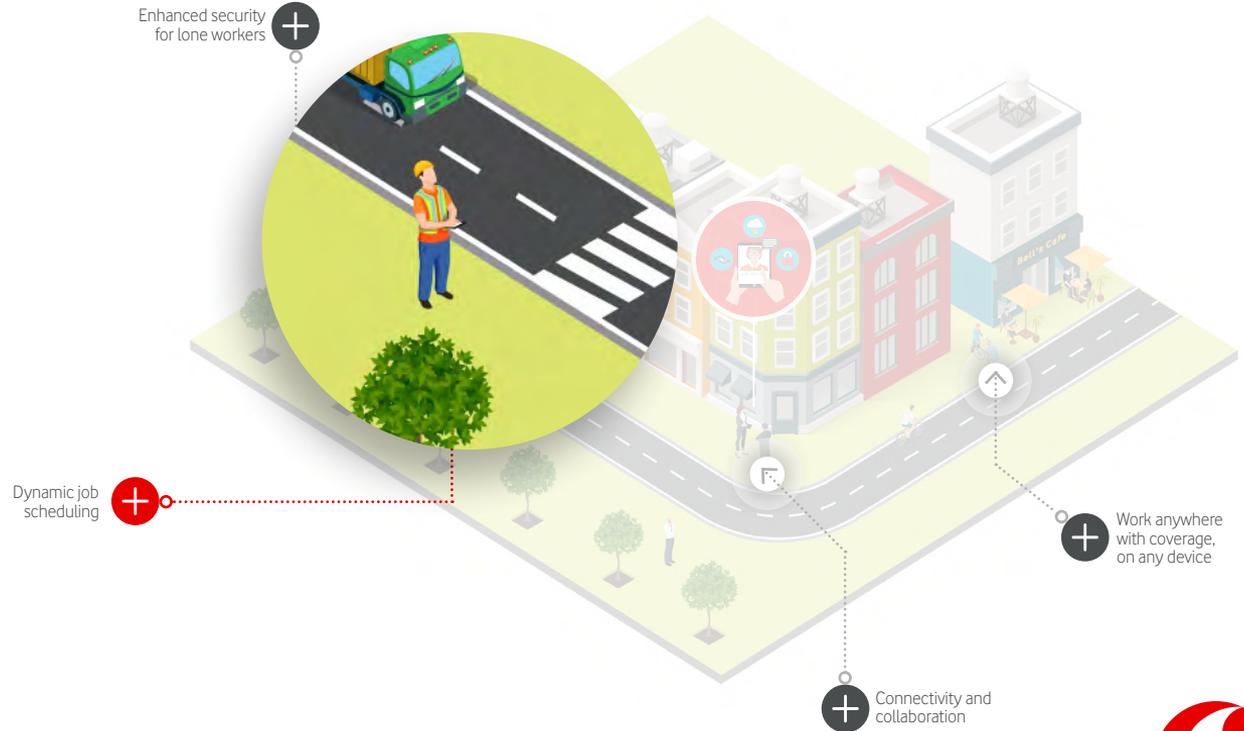
- Improving remote access to information, documents and central databases out in the community
- Carers have real-time information about a service user's situation
- A fully secure data environment
- Smartphone apps enable frontline workers to check emails while out in the community
- Reduces admin time spent re-keying information





Dynamic job scheduling

- Councils are swapping paper-based scheduling for digital solutions
- Automated dynamic job scheduling allocates the best person for each job, including maintenance and repairs
- Speeding up service delivery and improve workforce efficiency



How can Vodafone help?

In and around properties



Monitoring fitness for habitation and compliance +

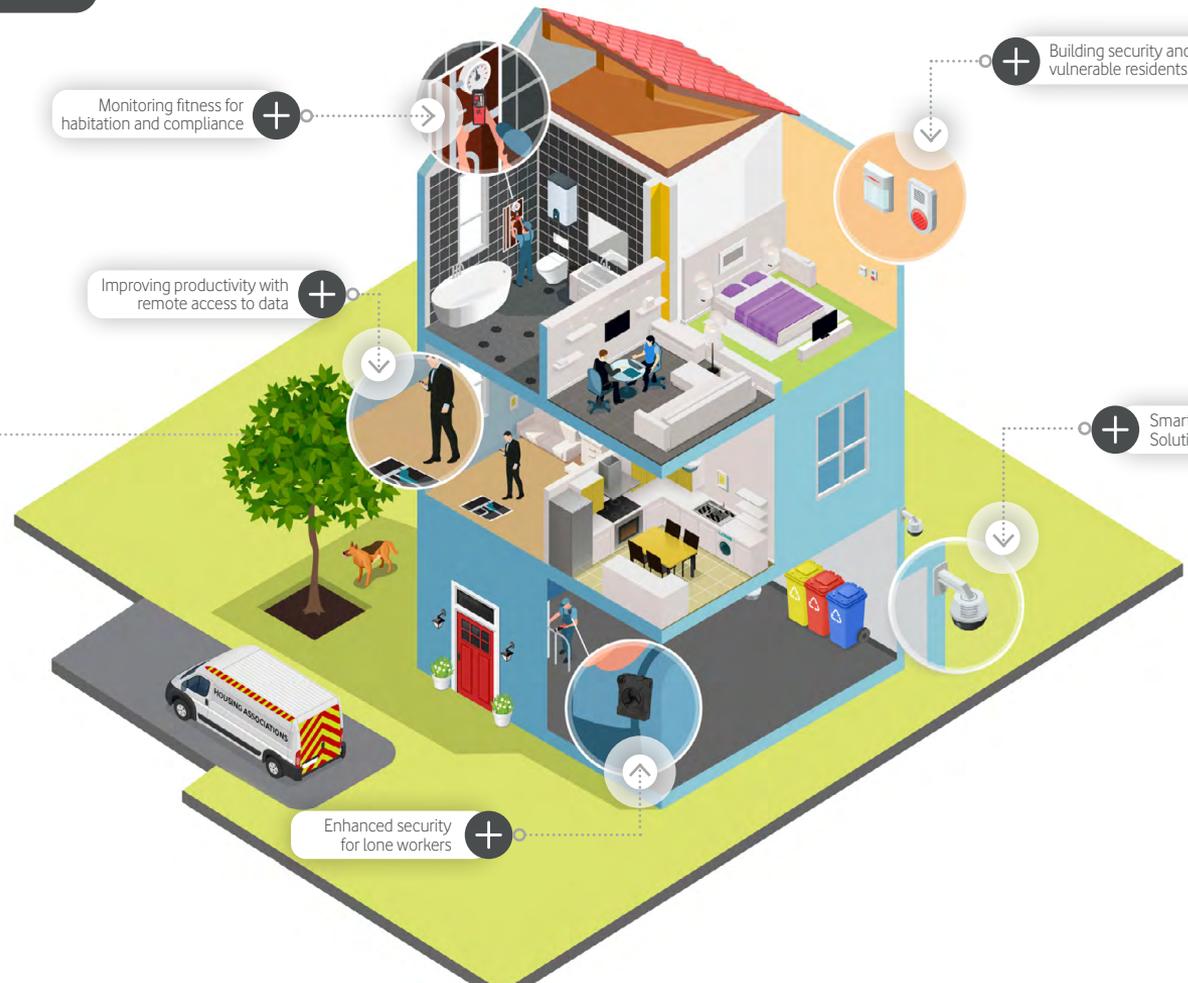
+ Building security and monitoring vulnerable residents

Improving productivity with remote access to data +

+ Smart Surveillance Solutions

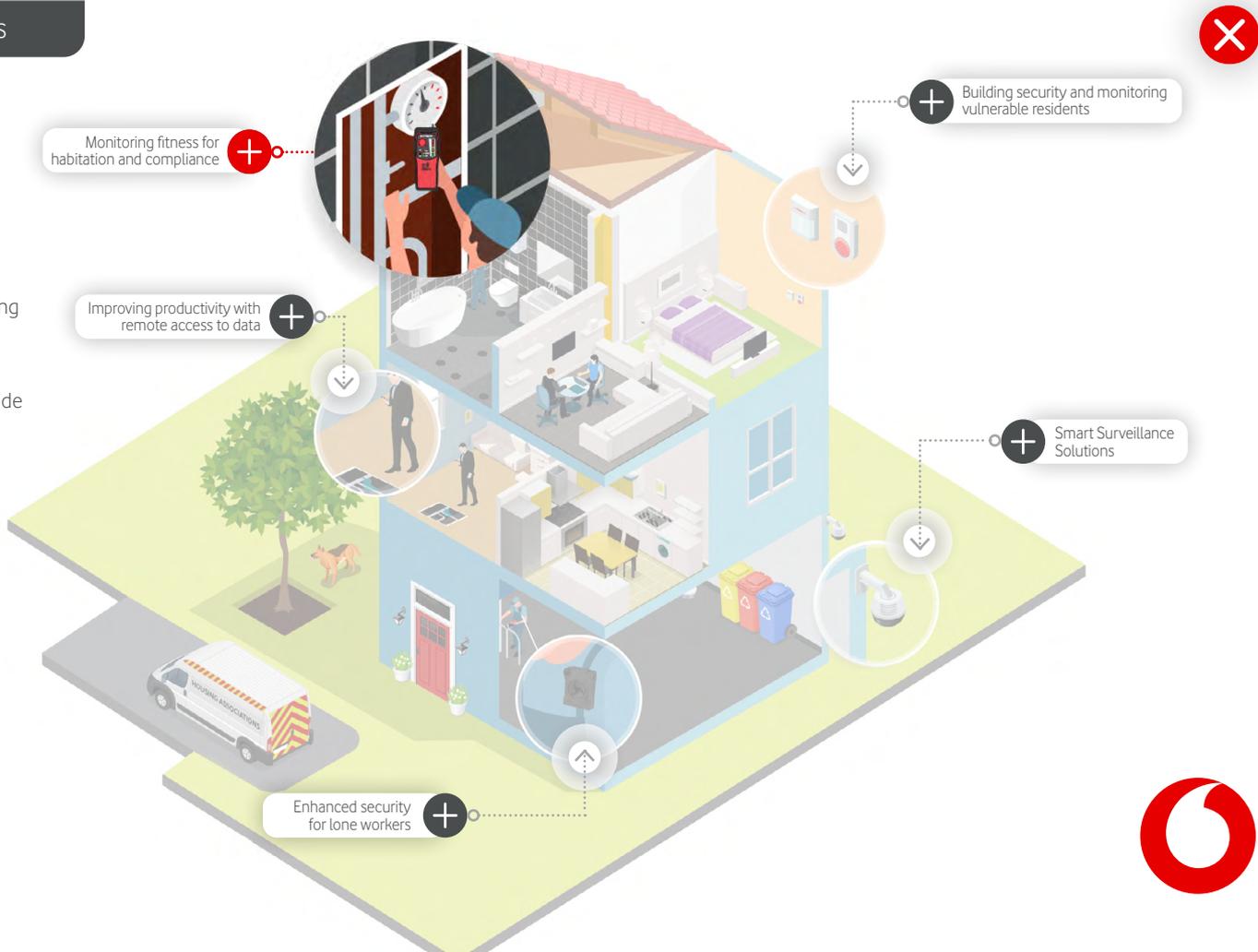
Click a + to find out more

Enhanced security for lone workers +



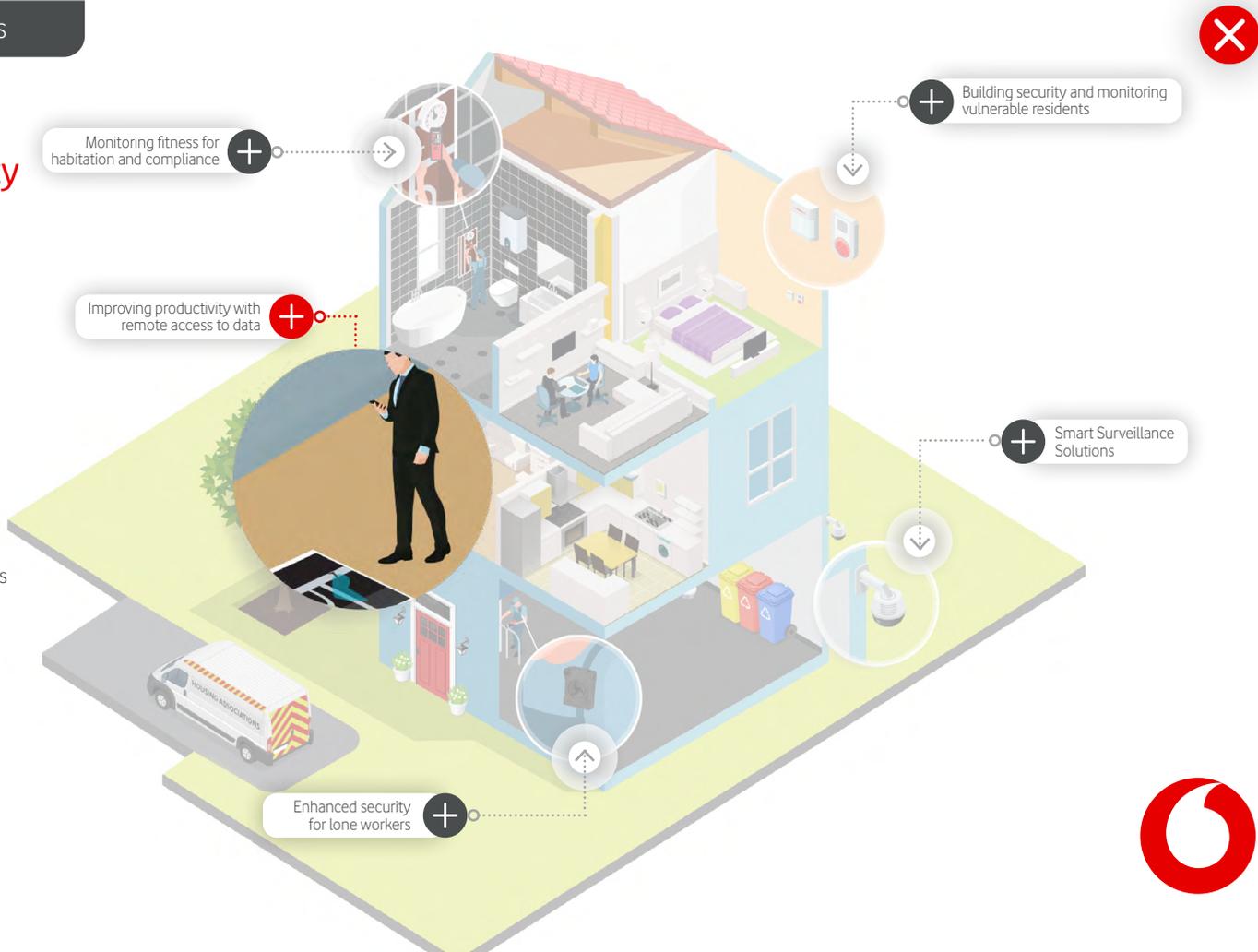
Monitoring fitness for habitation and compliance

- IoT sensors in properties are improving the quality of response to citizens' housing maintenance requirements
- Reducing the council's need to provide unsolicited maintenance on boilers, pipes and damp prevention
- Automated compliance activity removes the need for manual, time consuming physical checks, allowing for proactively preventing issues, whilst creating an auditable record e.g. legionella regulations, fire doors, lights in hallways, etc.



Improving productivity with remote access to data

- Repair and maintenance teams record on-site information directly onto mobile devices to reduce paperwork
- Dynamic scheduling of workflows optimises operational efficiencies
- Community based care is improved by providing field workers with access to resident records outside the office and on appropriate devices in citizens' homes or care situations

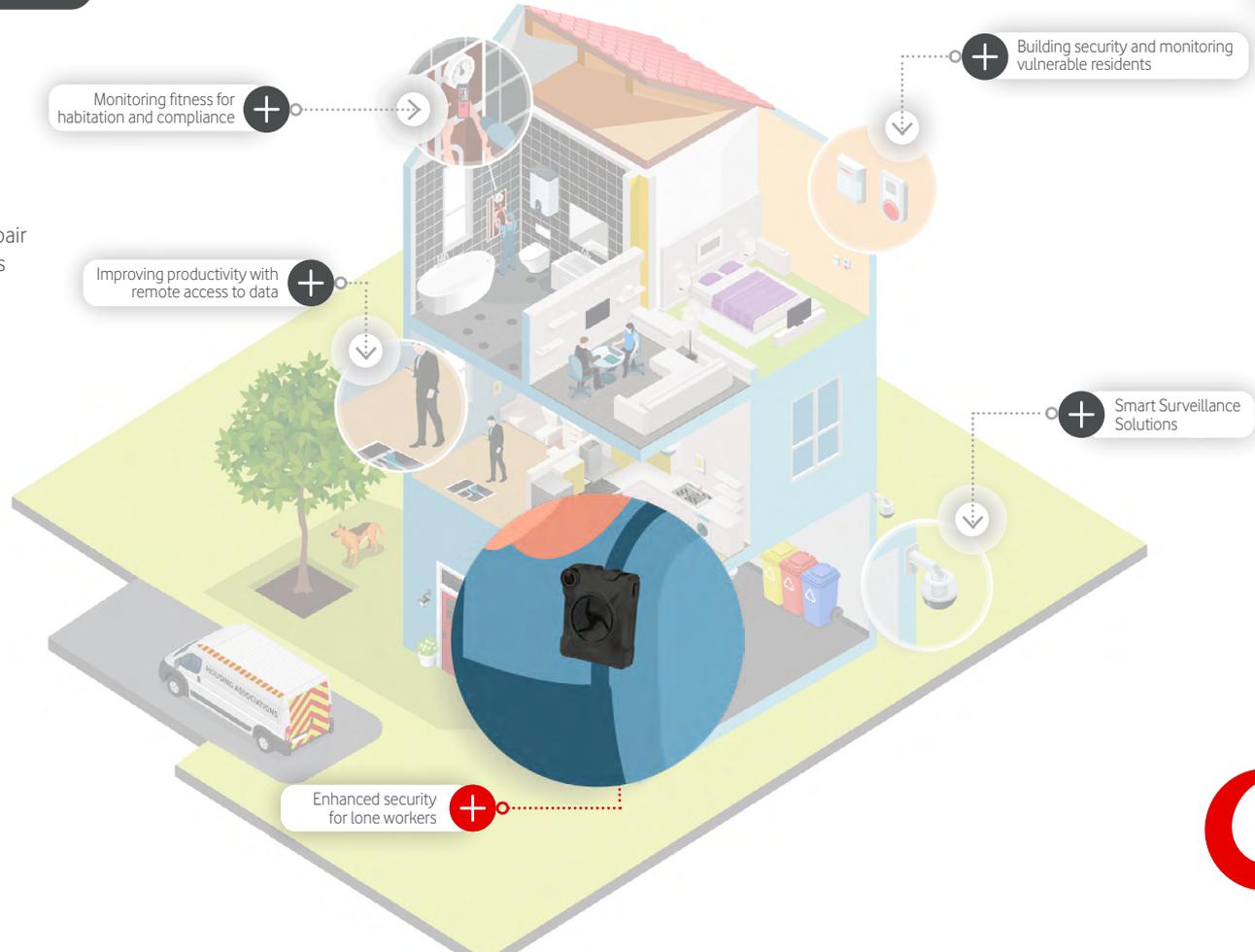


How can Vodafone help?

In and around properties

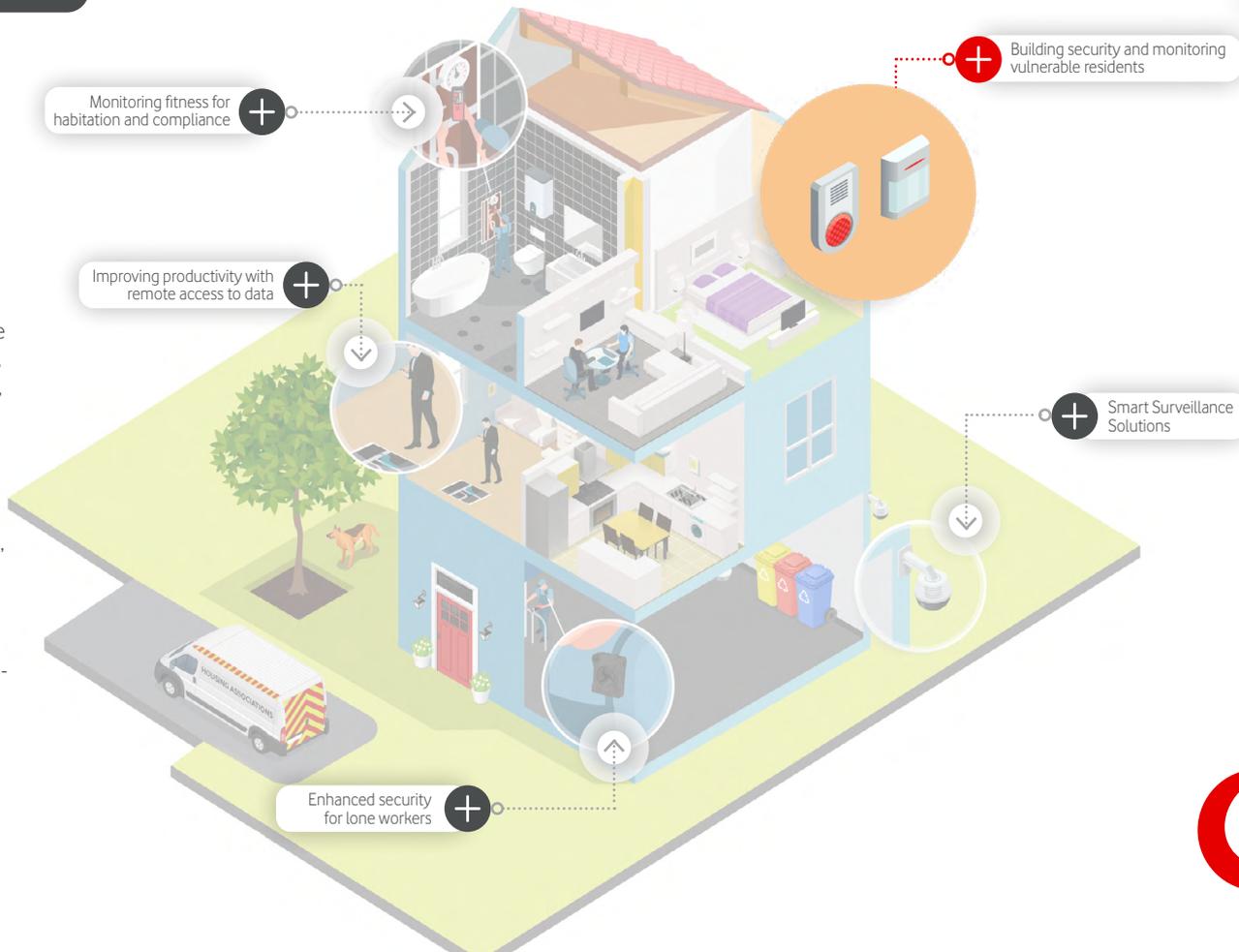
Enhanced security for lone workers

- Housing officers or maintenance repair staff working alone in sensitive areas
- Remotely managed 24/7 personal alarm system



Building security and monitoring vulnerable residents

- Sensors on and inside Local Government buildings, such as care homes and empty properties, enable ambient conditions to be monitored, including temperature and humidity, or spot movement where a property should be empty
- Sensors in the home can provide activity-based data, such as movement and temperature change, so that alerts can be provided when lone residents aren't acting in their normal way
- Easy-to-deploy, cloud-based motion-triggered mobile cameras provide compliant evidence that can be transmitted to office-based teams' desktops, with accurate, intelligent historical incident data

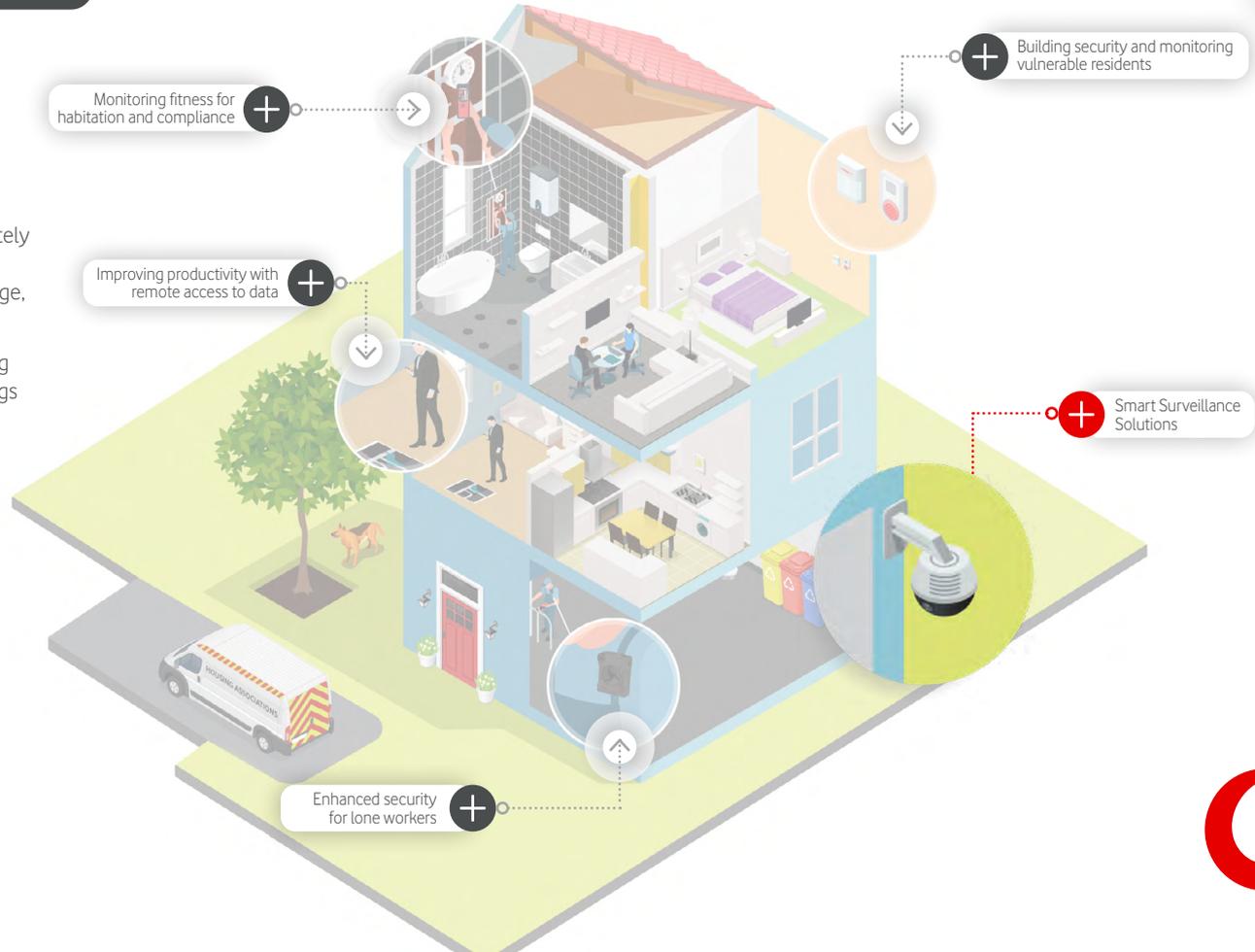


How can Vodafone help?

In and around properties

Smart Surveillance Solutions

- Smart Surveillance Solutions discretely monitor public spaces, including buildings, with high resolution footage, whatever the conditions
- Enables recording and live streaming over our network to monitor buildings





Click a  to find out more





Greener environments

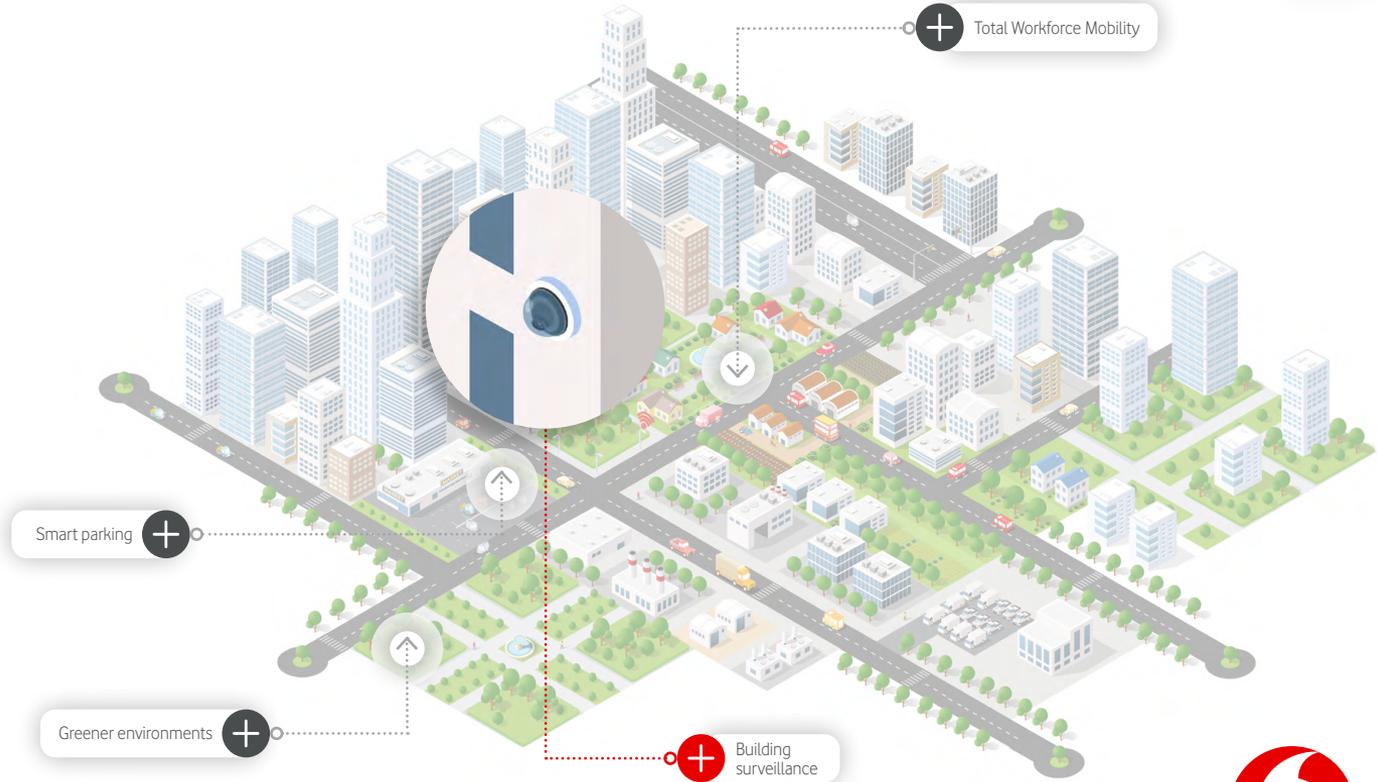
- Smart bins enabled by IoT sensors cut waste and refuse collection emissions
- Portable Vodafone Smart Camera helps to deter fly tippers
- IoT monitors installed in urban centres measure local humidity, dust levels, harmful chemicals, pressure, and other factors – minute by minute
- Intelligently manage energy use and pollution right across the built environment
- Reduce electricity costs, with lights able to intelligently detect when there is little or no traffic and turn themselves off or dim





Building Surveillance & Monitoring

- Smart CCTV surveillance technology monitors local communities day and night, protecting citizens and businesses from crime more effectively, safeguarding vulnerable residents in their homes and boosting public confidence
- IoT technology can help to automatically schedule repairs for failed infrastructure, like street lighting or bridges
- Recording and live streaming over our network to monitor buildings
- Sensors on and inside Local Government buildings spot movement where a property should be empty





Total Workforce Mobility

- Applications and devices enabling workers in the community to efficiently access data, at any time
- Replacing paperwork by providing workers with efficient connectivity to office systems, wherever they are, subject to coverage
- Secure connectivity via our 4G or 5G network (where available)
- Field-based teams use rugged devices to transmit job details electronically





Smart parking

- Remote monitoring allows parking operators to better manage spaces
- Wireless devices embedded into parking spaces transmit data on when the space is used and for how long into a central parking management application
- IoT capability enables traffic to be rerouted around congestion in real time, reducing vehicle emissions, lowering enforcement costs and cutting driver stress – all while reducing congestion



How can Vodafone help?

Digitising offices and citizen contact

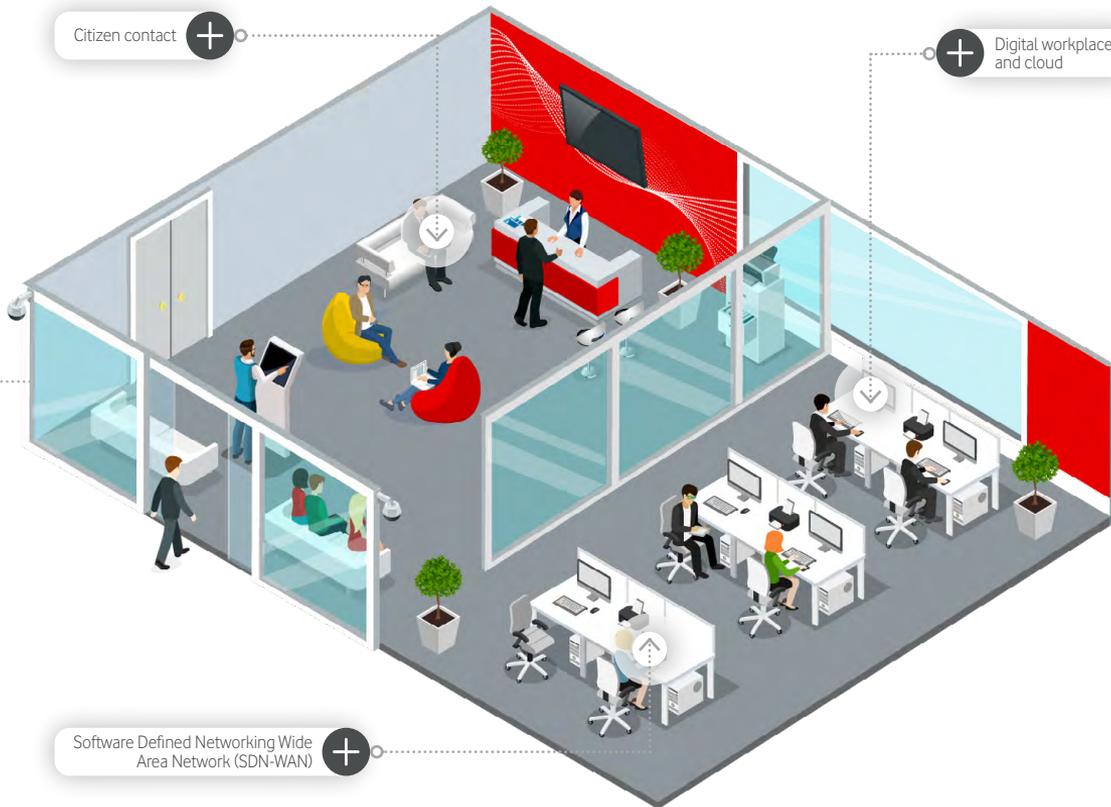


Citizen contact +

+ Digital workplace and cloud

Click a  to find out more

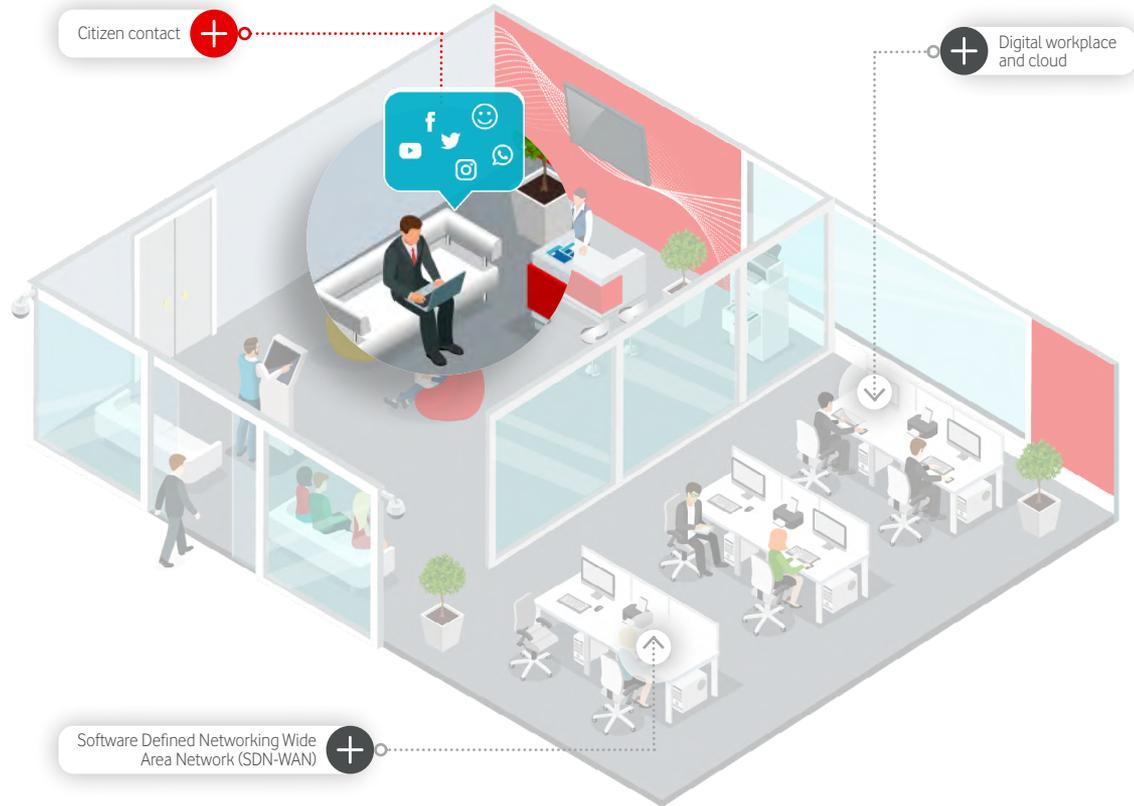
Software Defined Networking Wide Area Network (SDN-WAN) +





Citizen contact

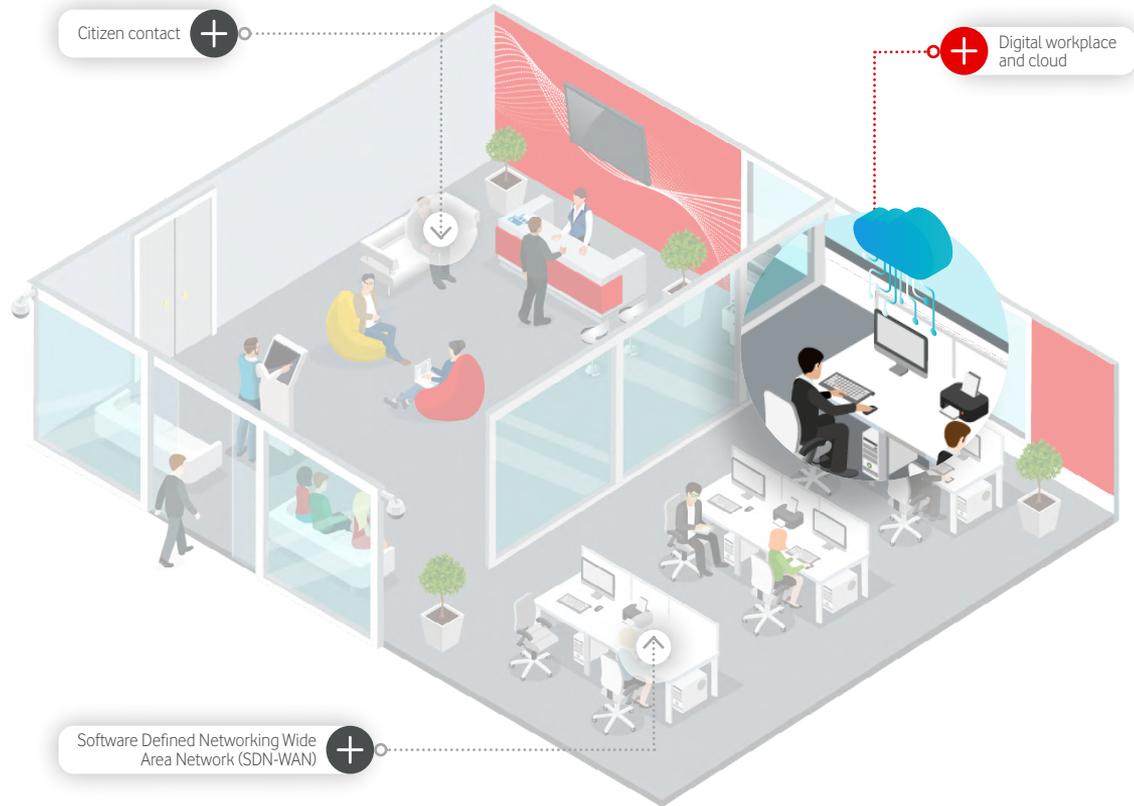
- Engaging with citizens using a multi-channel approach, including online, webchat and social media, enabled by our network connectivity
- Citizen self-service via online portals technologies make it easier than ever for the public to self-serve and access local services





Digital workplace and cloud

- Making Cloud First work by deploying and scaling new virtual services, overcoming physical barriers and the constraints of legacy technologies
- Vodafone's digital buildings proposition uses IoT capability to modernise existing CCTV infrastructure and create a smarter security system
- Supporting workplaces with smart meters, installed in offices, depots, call centres and more, collecting data and reporting on electricity, gas, and water use
- Flexible working with access to systems and data from any device in all areas of the workplace – and out in the community
- High-definition video conferencing services connect colleagues in different buildings and for multi-agency meetings





Software Defined Networking Wide Area Network (SDN-WAN)

- Creating control of your network, securing your data and delivering cost savings
- Allowing greater visibility, control and management of your IT estate to drive operational efficiencies
- Easily and cost-effectively connect different Local Government sites and flex your network up and down

