8x8 for Local Government

8x8 enables local government organisations to improve their service while managing increased financial challenges.

8x8's Communications Cloud combines unified communications, team collaboration, contact centre and real-time analytics in a single, secure and reliable platform.

With 8x8's cloud solutions agencies can make significant savings on service, equipment and labour costs. 8x8 is hosted in the cloud, so government organisations don't need large amounts of capital or have to manage long lead times to deploy. The infrastructure is already there, ready to use—owned, maintained and managed by 8x8.

Secure, reliable and trusted

8x8 cloud services are designed to deliver '5 nines' availability, operating only in tier 3 and 4 mirrored data centres, ensuring 8x8 services have no single points of failure. It is designed to provide an uninterrupted service even if a server, cluster of servers, a database or an entire data centre goes down.

8x8 operates within standards critical to the public sector and all its solutions meet these criteria. 8x8 holds Cyber Essentials Plus, PCI - DSS, ISO 27001 and ISO 9001, minimising any risk when deploying your cloud strategy.

We speak cloud

8x8 is a highly experienced provider of cloud communication solutions. Transform every communication into a highly productive interaction with 8x8's cloud-based solutions.

8x8 eliminates the need for expensive on-site PBX equipment or costly maintenance contracts. By delivering all features and voice service over the Internet, multiple locations and remote employees are seamlessly connected under the same phonesystem. Employees are only an extension away from each other, even when they are a world apart or working from home.

The benefits of using 8x8

Collaboration tools

Visibility of who is on the phone, and who is available by checking their status icon. Quickly resolve questions and communicate using 8x8's safe and secure Instant Messaging.

This allows you to have more flexible working policies, and helps reduce additional expenditure.

Multiple devices

8x8 is all about enabling you to communicate in any way, on any device, at any time. You can get continuous communications, from desk, to computer, to mobile with voice & video calls, chat & more.

Global reach. Local touch

8x8 is recognised as a chosen partner to many government organisations, whilst being present on the G - Cloud digital marketplace. 8x8 is also a RM104 and Crown Commercial Service supplier, making the business changes a smoother experience.

Channel shift strategy success

8x8 recognises the increasing need for local government organisations to successfully implement a channel shift strategy, where technology will encourage residents to communicate digitally because it's easy for them. Successful implementation will lower overall transaction cost, while allowing local authorities to increase the number of customers they can serve but maintaining high customer service levels.

The 8x8 Communications Cloud provides a range of features within a single, easy to deploy user interface. This includes: managing voice, chat, social and e-mail transactions and also helping customers navigate web forms using our co-browse feature. 8x8 additionally provides out-of-the-box integrations with leading CRM systems, allowing you to make informed decisions about your resident's journey across multiple media types.

Insight into your residents needs

8x8 Analytics provides industry-leading insights into the performance of your contact centre. More than just data, analytics brings powerful graphical tools that reveal actionable business insights. See a 360-degree view of how your residents are being served across all channels and in different areas of the business, with detailed customer journey mapping.

8x8 offers speech and sentiment analysis, key word searching and screen recording so compliance teams can quickly monitor and score interactions.

> *Working with 8x8 has been incredibly easy. We were keen to support a business based locally and with the fantastic solutions available, it was an easy decision to choose 8x8. It's important for us to use cutting edge technology to make sure we are as efficient as possible and ensure our local residents receive the best possible support.*
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> —**Andrew Grant**, Chief Execuitve, Aylesbury Vale District Council

For more information, call 0333 043 8888 or visit 8x8.com/uk

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