



Cysylltu Cymru
Connecting Wales
Powered by FourNet®

Connecting Wales

The shared communication & contact centre platform for the Welsh public sector. Sharing technology, skills and resources across Wales.

Improved citizen experience, employee satisfaction and technology. Reduced costs, capital expenditure and time to adopt. Increased efficiency, resilience and security.





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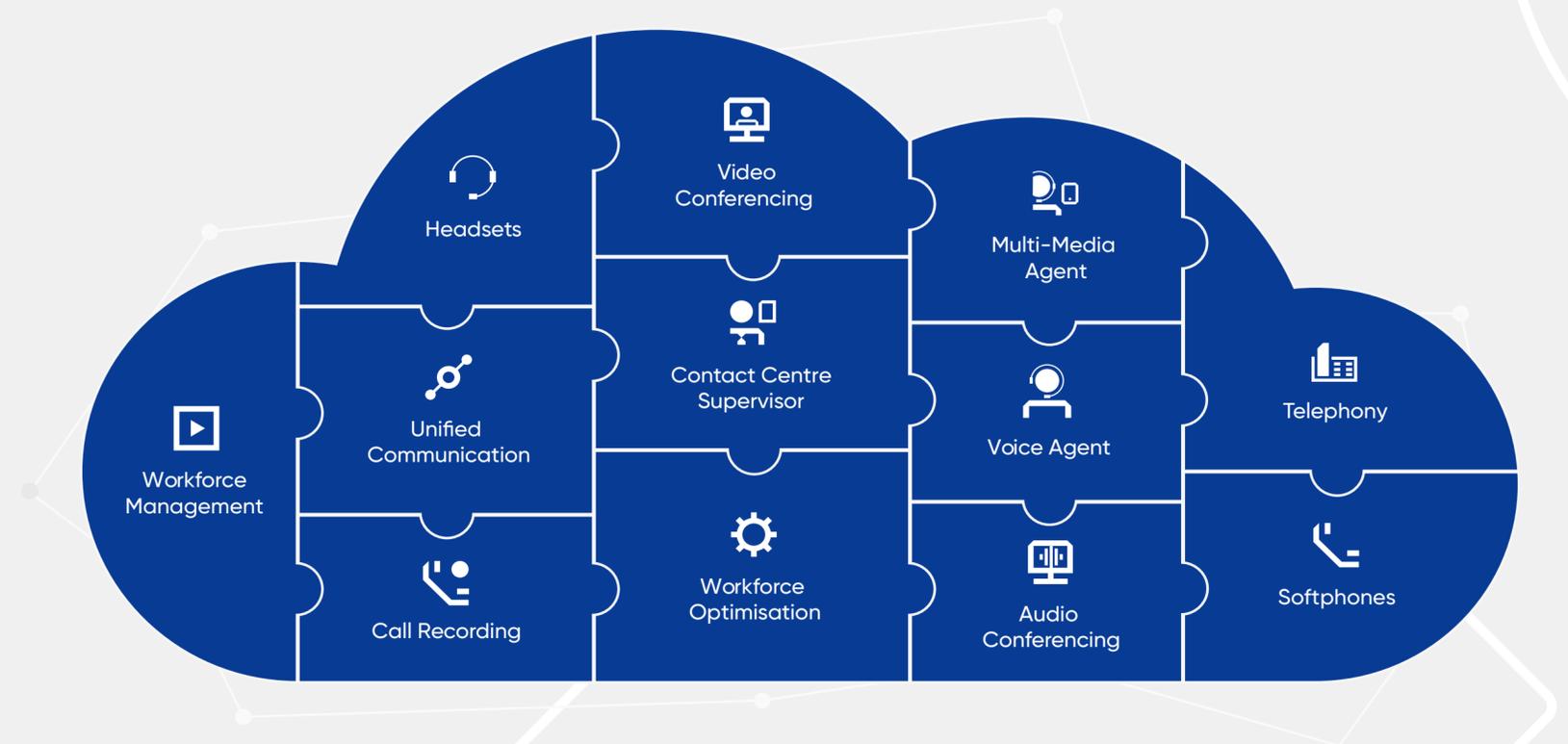
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Introducing Connecting Wales

Connecting Wales is a framework, backed by the Welsh Government, which enables any public sector body in Wales to procure the latest communication, collaboration and contact centre capabilities via secure cloud.

Connecting Wales is a pioneering shared contact centre platform for councils and other public sector organisations across Wales. It provides access to a modern digital platform that's both affordable and efficient, and hands Welsh citizens more control over the services they receive and access to the information they need. Connecting Wales enables effective collaborative working across the public sector and is delivered using PSBA, the public sector network for Wales, funded by the Welsh Government and which connects all councils in Wales.





Public Sector Challenges

Wales, and the world, is fast changing. The way we connect has moved at supersonic pace and our expectations have transformed at similar speed. Connecting Wales offers a 21st century technology solution to the speed of those changes, at a time of stretched public sector finances and increased customer expectations.

Tight finances – Many local authorities and public sector bodies have faced enormous challenges over the past decade, including mega-tight finances, political uncertainty and a risk averse approach to adopting new technology because of the lightning speed of developments. On top of that, there's new Welsh Government legislation which places an increased focus on Welsh language services, self-service requirements and future sustainability.

New expectations – Unsurprisingly, public sector bodies have become increasingly reluctant to spend their limited funds on technology which might become out of date in a matter of years, or even months. But that reticence to invest comes at a time when customers, with heightened expectations, who are adept at switching quickly to the latest technology. Citizens want efficient services from local authorities and other public bodies, using whichever method of contact they choose – phone, email, text, chatbot or social media.

Top class – Designed and delivered by FourNet, the Connecting Wales platform is based on best-of-breed contact centre technology and an innovative cloud solution which is easily scalable and suitable for all 22 Welsh local authorities, as well as a range of other public sector organisations – each able to share services and skills across multiple geographic locations, if necessary.

This project is an excellent example of what can be achieved when local authorities and other public sector organisations work together. I am delighted Welsh Government funding is supporting collaboration across local government, allowing them to develop and use innovative technology to provide a better service to their customers and to make their staff's jobs easier

Julie James

Minister for Housing and Local Government



How Connecting Wales Helps

How does it work?

Connecting Wales arose from discussions among the 'Customer Focus Wales' network of local authority professionals, who realised that fresh public sector thinking was required.

The Vale of Glamorgan Council and Wrexham Borough District Council took the lead and built a business case for a shared technology and customer-facing contact centre platform. This led to a framework agreement which simplifies the procurement route and enables all councils and all public sector organisations in Wales to procure services through Connecting Wales.

The platform provides a contact centre solution, capable of handling calls and multi-channel communications through voice, email, webchat, SMS and social media in a shared service, across multiple geographic locations.

It allows public sector bodies to test out new technology

in a less risky manner, with shared costs and collaborative working and greater flexibility to share the burden of new technological and communications developments.

Connecting Wales provides shared Welsh language access, in line with Welsh Government policy which puts it on an equal footing with English. While some public sector bodies don't currently provide Welsh language services, others have spare capacity. The platform allows those services to be shared.

Cloud-based contact centres allow for greater remote working and provide greater recruitment opportunities in remote communities, without any adverse impact on Connecting Wales services.

Connecting Wales encourages public sector authorities to share services and engage in greater collaboration. It creates greater integration between local authority and health board services while reducing costs for individual organisations.

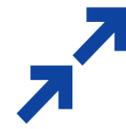


Fulfilling Obligations

The Wellbeing of Future Generations

Connecting Wales delivers much more than communications and cloud contact centre services. It puts in place a collaborative framework which allows public sector bodies to fulfil obligations towards Welsh citizens and those of future generations, which are now cemented in law.

Wales faces some unique challenges in providing a decent quality of life for all its citizens, now and in the future. The act lays out the principles that the Welsh public sector must demonstrate to consider the citizens of the future as well as those of today:



Thinking for the long term

Built in the cloud, the Connecting Wales platform is not just able to scale up, or down, in terms of future capacity; it has been designed to easily add on additional features or functionality: new channels, new systems, new citizens.



Prevention

The Management Information provided by the Connecting Wales solution means patterns and trends can be easily identified and reported on. The insight enables root cause analysis to identify and tackle the underlying issue.



Integration

The integration and delivery of services across health, social care and housing mean that decisions can be taken that support the overall benefit of Welsh citizens rather than siloed decision making.



Collaboration

The fundamental aim of the Connecting Wales program is to remove the barriers to inter and intra agency collaboration. The technology enables the sharing of scarce skills and resources across the whole of the Welsh public sector.



Involvement

The Connecting Wales platform enables citizens and employees to engage via whatever communications channels they feel most comfortable with. Connecting Wales can act as an enabler for broader engagement and involvement with citizens.



Benefits to the Public Sector

Connecting Wales is available to all public sector bodies. It enhances services for citizens, provides better and more efficient ways of working for staff, while reducing costs and enabling greater collaboration. It delivers on obligations to citizens and on the Welsh language and provides increased mobility and remote working opportunities. A secure, cloud-based service, it improves resilience and disaster recovery across the sector.

Meet Legislative Obligations

Welsh language, Digital First, Wellbeing of Future Generations and the Social Care and Wellbeing Wales Act 2014

Meet Changing Citizen Expectations

Respond to growing citizen demand for simplified and multi-channel access both within and across the public sector

Cost Savings

Typical savings of 20% + over 3 years and up to 10% over five years compared to traditional on-premise, capex solutions

Increased Operational Efficiency

Better MI and improved benchmarking, comparable between organisations, can help drive up performance

Pathway To Increased Collaboration

A shared technology platform removes a key barrier to the development of collaborative and regional services

Develop Commercial Opportunities

Use existing resources to generate income or share business support functions, such as Resource Planning and Quality Assurance

Share Scarce Resources & Skills

Shared access to Welsh language or limited business support expertise via the shared technology platform

Increase Operational Resilience

Cloud solutions deliver disaster recovery and business continuity benefits; shared services mean services can be failed-over to partners

All The Benefits Of Cloud

A scalable and agile platform to test and trial new functionality and quickly roll out new capabilities



Best of Breed Contact Centres

Improve customer experience
Increase first time resolution

Integration of health and social care to one CRM means a more holistic view of the citizen and empowers agents with the right information.

Resource Management
WFM/ WFO

Streamline administrative tasks
Invest efficiencies back into agent training/
improving customer service/ offering new
services

Omnichannel
Single Customer View

Connecting Wales consolidates the citizens
entire history of engagement meaning they do
not have to repeat information time after time.

AI/ Chatbots
Automate repetitive tasks

Free agent time to help those citizens who more
support and enable self service for those who
want quick & easy resolution

Enable Remote Working
Keep citizens in their community

The technology enables the creation of virtual
contact centres and home working; thereby
freeing agents to work from anywhere.

Collaboration
Unified communication

Enable the contact centre to pull on the skills
and knowledge of the rest of the organisation
using collaboration tools



Benefits to Public Sector



No need to repeat info

Citizen information is shared between departments and communications channels so citizen doesn't have to repeat themselves.



Welsh Language Access

Customers accessing services through the medium of Welsh receive at a comparable service as those accessing services in English



Multi-channel

Fixed line voice, mobile, email, web chat, SMS. Citizens can communicate via whatever channel they are most comfortable with.



Reduced wait times

Resourcing levels are properly planned and enquiries are delivered to the person best placed to resolve – speeding up response time.



Integrated Services

Integration of health and social care services means a more holistic view of the citizen, root causes can be addressed.



Improved outcomes

A holistic view of the citizen means the root cause can be identified and addressed rather than short term solutions.



Connecting Wales Value Add

Connecting Wales aligns people, process and technology behind a common vision. We work with potential members to understand current ways of working and organisational goals. We will share best practice from our current customers and will work with you to build your business case and demonstrate the value for money and ROI from joining Connecting Wales.

Solutions architects will create the technology roadmap for the integration of your existing systems and the adoption plan for future features and functionality. Our technology partner's professional services and project management team support the delivery of the project every step of the way. Once the project is fully implemented, we complete a comprehensive service transition to FourNet's service desk who can then fully manage the service going forward or support your in-house team.

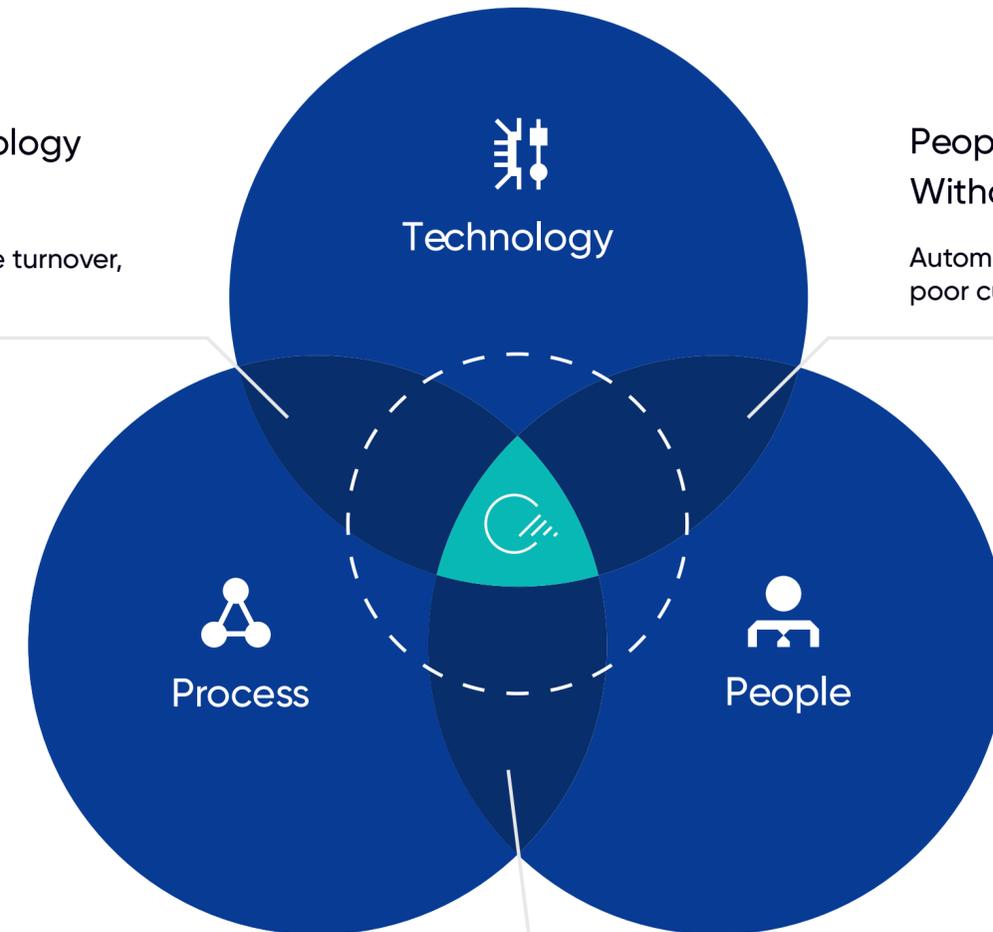
The Connecting Wales framework has been created to enable any Welsh public sector body to procure the latest communication, collaboration and contact centre capabilities via the cloud; sharing costs, resources and technology.

**Process & Technology
Without People**

Alienation & employee turnover,
underutilised systems

**People & Technology
Without Process**

Automated chaos & confusion,
poor customer service



**People & Process
Without Technology**

Frustration & inefficiency,
high cost of operation



Get in touch to find out how we can help

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