

Industry Case Study: Government

Sector Overview: In a turbulent economic environment, managers in government face new challenges - to accomplish their administration's mandate, improve the quality of life for their employees and the public, all with cut budgets. Successful managers take a no nonsense approach to technology that insists on cost certainty and demands ongoing benefits to help their ministers deliver on key promises to constituents.

About the Sector: Goals of public sector managers are more complex than the private sector for the simple fact that more than just business objectives must be met. New capital requirements must be budgeted far in advance, resources can be inflexible. Additionally, there is greater accountability to deliver results within budget.

Sector Challenge: Managers are tasked with continuous improvement of the services they deliver to the public and to other internal departments with reduced funding. Other challenges include employment issues and high gas prices in regions targeted for economic rejuvenation. Also, to establish viable business continuity plans to provide services when most needed by the public - during a crisis.

Sector Solution: To overcome these challenges and improve their service delivery, successful managers leverage hosted call center technology. Hosted call centers include the technical team so managers ensure a working solution without tying up internal resources. Then, by negotiating a flat fee with no usage charges and no contract term, managers eliminate the fear of ever going over budget and guarantee large returns on their technology investment.

Sector Results: Currently many government organizations produce excellent, sustainable results such as creating high-skill jobs in any region and generating cost savings. Other benefits include job satisfaction increase, driven by employees engaging in more challenging work, leading to an increase in productivity and reduction in absenteeism. Telecommuting is providing flexible working opportunities, eliminating the impact of rising gas prices on commuting, and fulfilling business continuity requirements.

Sector Proof: Examples of organizations harvesting these outstanding results are the Workplace Safety and Insurance Board of Ontario, Industry Canada, Health Canada, the State of Pennsylvania and the United States Federal General Services Administration. In the interest of knowledge sharing, managers at these institutions are available to provide an unbiased account of their experiences solving the many challenges of the current environment.