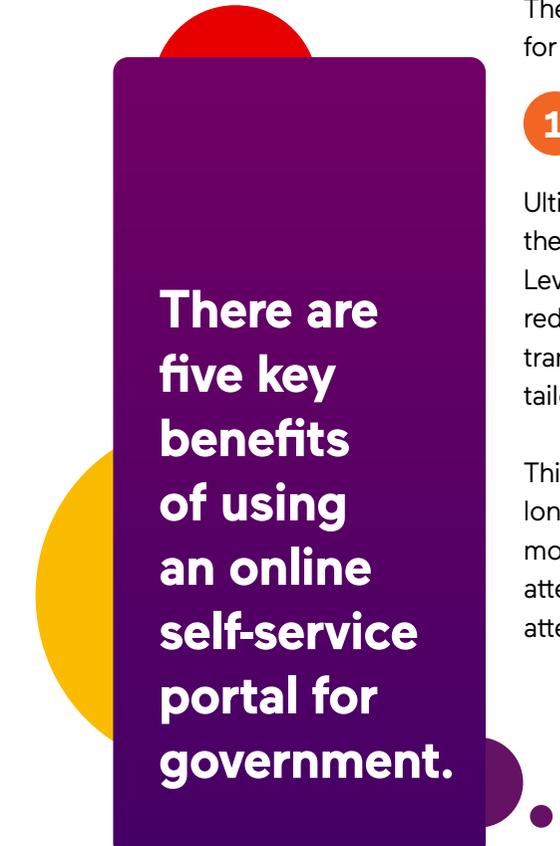




Five benefits governments can achieve by reclaiming control of mobility service and provisioning

Government organisations are leveraging increased mobility to drive productivity and enable a flexible workforce. They're looking for efficiency and maximum return on investment in mobile solutions. It's important to unify modern mobility by cutting red tape, offering a more sustainable and frictionless experience for users.

Worker expectations around mobility service and provisioning are changing. Users demand new ways of interacting with the telco provider and, as such, need modern, digital tools to enhance and remove the friction from their customer experience. Governments must be agile, cost efficient, and effective as their workforce moves away from a centralised, office-based, traditional environment to a decentralised, remote and hybrid working models. IT departments must transform to effectively support this more dispersed work model, and governments need modern, digital tools to enhance workflows and reduce friction.



There are five key benefits of using an online self-service portal for government.

Instead of holding on to a model that no longer fits with the modern workforce engagement, government organisations can reclaim control of their mobility management, delivering increased efficiency and cost savings. A self-service, online portal secures government's role at the heart of the provisioning process while empowering designated staff to manage their own and other's communications services. A self-service portal let's specific employees provision mobile services within parameters set by the government organisation.

There are five key benefits of using an online self-service portal for government:

1 Reduced costs

Ultimately, government entities must constantly consider their responsibility to use taxpayer funds for maximum return. Leveraging an online mobility service and provisioning model reduces the cost burden on the government agency by transitioning from a one-size-fits-all solution to one that is more tailored and efficient.

This can also help reduce operating costs as IT teams are no longer required to become intimately involved in setting up mobile devices and connectivity. Instead, they can direct their attention to more valuable tasks while users quickly and simply attend to their own needs.

2 Increased responsiveness

As many more government staff members work remotely, any disruption in terms of connectivity or equipment failure can be especially frustrating. Without an IT department in the next office, remote workers can often feel isolated when their equipment stops working properly. Lost productivity can have an immediate impact on the government's efficiencies and undermine its ability to respond appropriately to the community's needs.

A self-service portal keeps employing government organisations in the driving seat; staff can raise a support ticket immediately, giving visibility across issues that are raised anytime, anywhere. Instant communications mean a quicker issue resolution.

3 Growing ability to adopt new technologies

Adopting new and emerging technologies can be a complex venture for government agencies at all levels but relying on outdated provisioning systems that don't fit with a modern workforce can ultimately have an even more detrimental impact.

The advantages of a new technology can quickly be outweighed by the disadvantages. If an old-school technology process constantly makes demands on the IT department, it can be a financial drain on the government department or agency. A more efficient, decentralised self-service portal can potentially alleviate that time pressure and provide peace of mind that the technology will be supported without requiring an untenable amount of effort from the government IT team.

4 Higher user satisfaction

Empowering designated employees to take control of staff communication needs offers a simple yet impactful way to deliver a better employee experience. Giving staff state-of-the-art tools to do their jobs, along with streamlined and frictionless ways to manage them offers an improved work experience, encouraging the retention of the best talent; a consideration that's particularly poignant as government entities face 'the great resignation'.

Waiting for telcos to activate plans and devices can be frustrating for users who want to get up and running faster. A self-service portal can eliminate the time wasted waiting on hold to talk to a customer service representative, then waiting for a service to be completed. Instead, they can simply look online at the service they need, then place the order. They can also raise support tickets or complete other tasks that, previously, would have required one or a series of phone calls.

The ongoing transparency of managing mobility service and provisioning through an online portal is a constant support for any government seeking to streamline costs to reduce the potential impact on taxpayers.

5 Fewer barriers to productivity

Faster provisioning, or moves, adds, and changes can help government organisations maintain high productivity. A self-service portal remains available 24/7, which means users don't have to wait until the next business day to call their telco. Instead, they can lodge their request and move onto other tasks, reducing the administrative burden and keeping them productive. Workers and IT team members no longer face long telephone hold times or complexities, which means they can focus on value-adding activities instead.



A modern government approach for a **changing world**

Governments are dedicated to providing efficient, cost-effective public services. As they continue to grapple with an evolving economic and social landscape, finding ways to maintain the most modern technological environment without incurring high costs or inefficiencies is essential. By reducing the friction and cost associated with managing mobile devices and connectivity, governments can more confidently adopt new technology, let staff choose where and how they want to work, attract top talent, and maintain productivity.

To learn more about how
TPG Telcom's Frontier self-service portal
could deliver these benefits to your
government organisation,
contact the team today.