CAPITA

Wireless Solutions

Flexible, reliable, secure communications for your mobile workforce.

The days of the deskbound workforce are over. As more of your team work from home or on the move, mobile communications must be every bit as reliable, multi-skilled and efficient as more 'traditional' networks.

If you want to further your business objectives and reap all the advantages of a flexible, mobile workforce, it's essential to build a trusted wireless environment that can meet ever-more stringent demands for security, privacy, availability, robustness and ease. No matter where, no matter when, mobile communications should be on a par with office based links.

Set your business free:

- Simplify network deployment and optimise assets where possible.
- Provide a better work/life balance and flexible working for employees, so they are happier and more productive.
- Deliver faster responses to customers. 24x7 mobile connections make it possible.

Impact of failure to act

Stay tied down by connections that are patchy, use different networks, are out of date or poorly managed, and your business won't be able to adapt quickly to a changing marketplace and work practices. Mobile communications that are second best (at best!) mean that:

- Business goals and objectives will not be achieved in full. Loss of revenue and market share, because your mobile systems, real time interaction, network access while travelling, instant messaging and other facilities are not in place to allow staff to communicate efficiently with customers. Employees may set up their own unauthorised access points if what they need is not available, putting the entire business and data/information security at risk.

- Failure to optimise assets and simplify the business network will result in excess equipment, all of which costs money to purchase, implement, maintain and resource. And the more equipment the greater the drain on time and money resources. With no guiding vision, multiple ad-hoc purchases are made, often in different locations, and with non-interoperable products
- Poor or no access to applications and data from remote locations diminishes your productivity and efficiency.
- Connections aren't available when and where they are needed most, with serious impacts on winning new business and retaining existing customers. This downtime causes frustration amongst employees and customers, costs money due to poor productivity and creates low user confidence in company systems.

Business Requirements

Wireless solutions provide everything necessary to manage your mobile workforce cost effectively and provide staff and customers with consistent, secure access to information. Look for a solution that can:

- Supply the business with a flexible, powerful, resilient, efficient and secure network.
- Enable employees to securely connect to the business from anywhere.
- Allow business partners to access applications and improve business response cycle.
- 24 x 7 'always on' access.

The Capita Wireless Solution

Capita offers wireless solutions that keep your business connected, informed and communicating, no matter where. And because our specialist team look after everything, businesses any location, any size, are free to be mobile.

Capita Managed IT Solutions

making **IT** work

Through our extensive experience, we appreciate that wireless solutions require thorough planning, testing, proactive monitoring and a strong service level agreement (SLA) to validate and maintain business application compatibility. Planning and testing are integral to our solution.

As an independent provider of services and equipment, we search the market for the right products for you. We work with industry specialist partners to select the best of breed wireless technology and design your system to achieve the maximum benefits for your organisation at the best price.

We always take care to ensure the wireless solutions we implement will meet your specific security needs and the latest standards. What's more, we design the solution to be future proof – tailored to meet your current business needs, and easily scalable for tomorrow's.

Benefits of the Capita Wireless Solution

Enjoy the freedom and flexibility that world-class communication links will give you, your mobile staff and your customers. And be more productive and competitive.   Key benefits:

- Costs. Operational efficiency provides a better return on investment. Eliminating wires leads to savings, new applications are easily deployed resulting in bottom line improvements, and your ability to track costs and budget ahead is enhanced.
- Productivity. Employee efficiency is increased due to access anywhere, anytime – 24/7 availability.
- Secure Links. Your business partners can access applications in a secure and controlled manner, improving business response cycles.
- Greater access. Deploying a wireless network for a particular application allows access even in places where it is difficult to run cables. We can design your wireless network to be self-healing and redundant so that single points of failure in the network are virtually eliminated. And we can configure roaming so that a mobile worker can traverse the entire company and never lose connectivity to a centrally managed application.
- Enhanced customer service. Because staff are always reachable.

"Our mobile staff never felt fully connected to the company. Access to applications and information was unpredictable depending where they were and when, downtime was a regular occurrence and it all felt very unreliable. Now that Capita has put in place our new wireless system, working away from the office is just like working from the desk when it comes to ease of communications, getting data and helping customers. For the first time, we really feel in touch".

connect
MOBILITY AND ACCESS

manage
ASSET MANAGEMENT

store
DATA MANAGEMENT

protect
SECURITY MANAGEMENT

converge
UNIFIED COMMS

conserve
SUSTAINABILITY