

## The Electoral Commission

## Leading Government Organisation Transforms Business Efficiency Through Home-based Visual Communication

### Key Features

- UK Parliamentary body needed to cut support costs and facilitate remote working
- Engaged SCC AVS to design and implement remote video solutions for IT support staff
- Strict budgetary and organisational deadline challenges
- SCC AVS created flexible, cost effective visual communications solutions designed around staff flexibility and long-term value
- IT support staff now working remotely for large operational savings, more efficient support process
- Staff now prefer visual communications to other means of communication for all interaction

### About The Electoral Commission

The Electoral Commission is an independent body set up by the UK Parliament to regulate party and election finances and set standards for well-run elections.

Due to the scrutiny of governmental budgets, it is important for the organisation to only work with external partners offering long-term value and clear financial delivery models.

It is for this reason, among others, that it chose SCC AVS to improve its IT efficiency and staff collaboration.

### The Challenge

When The Electoral Commission decided to implement a more flexible home-based working model for its IT support and helpdesk staff, it recognised the need for a visual communications and collaboration strategy that would guarantee:

- Its high support service levels be upheld and enhanced
- Widespread improvements to staff and IT efficiency
- Better work/life balance for relocated staff
- A financial model that met governmental regulations
- Long term value and return on investment
- Technology that would actually be used

It identified SCC AVS, a collaboration provider capable of designing a flexible solution on budget and on time, that would cater to all end-user technical abilities.

## The Solution

With end-user usage and adoption at the heart of its solution design, SCC AVS outlined a collaboration process that included an intuitive desktop video solution, user training materials to drive usage and a delivery model that would allow the organisation's central IT department to manage staff and their communication.

Esrar Ahmed, IT Helpdesk Manager at The Electoral Commission, said, "SCC AVS was fantastic. With our shift to remote working we needed to maintain face-to-face communication. We didn't have anything in place before and the solution has worked perfectly for every user."

SCC AVS produced a framework that included:

- Identification of efficiencies possible within the support process
- Assessment of end-user technical ability
- Bespoke solution design - high quality desktop video and collaborative resource sharing
- User testing pre-implementation to ensure a smooth rollout
- Integration with legacy head office IT systems
- Meeting short deadlines during implementation process with minimal disruption
- Post rollout training to accommodate cultural changes and to drive usage and adoption

Ahmed continued, "Before SCC AVS we weren't sure what we needed. The team worked with us to make sure we were getting the right solution and one that would actually be used. The whole process has been brilliant. We did initial user testing, chose to move forward immediately and haven't look back since."

## Results

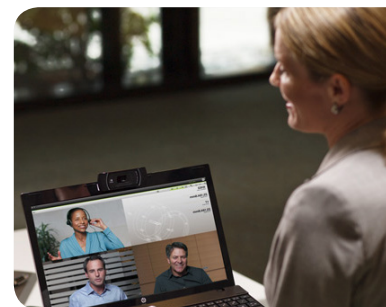
End-user uptake was immediate and video calling quickly replaced standard phone-based troubleshooting, which has led to a more engaging service being delivered, higher internal staff satisfaction levels and clearer communication.

Resource sharing functionality has improved decision making between departments and allowed for clearer management of support situations. The organisation has also seen a large reduction in calls, saving time, money and IT resources.

The movement of staff to home working has significantly reduced its regional operational costs and The Electoral Commission was able to transfer these savings to other business-critical projects.

The centrally managed solution caters to the organisation's future growth. If additional support staff are needed, the solution can be implemented painlessly and immediately for new hires.

Ahmed concluded, "In terms of ROI, we've been amazed with how quickly SCC AVS implemented what we needed and the popularity of the system. With its help, we created user materials that have provided staff clear step-by-step usage instructions, helping drive adoption and end-user satisfaction."



## About SCC AVS

### SCC AVS is a Collaboration Solutions Provider Unlike Any Other

**An unrivalled heritage. Best-in-class technology. Innovative, creative solutions. A passionate team.**

We are experts at forging long-term client relationships and delivering tangible business outcomes, better connections, higher productivity, and stronger business performance.

As part of the SCC group we leverage our wider capabilities and vast AV experience to provide a true end-to-end in-house solution and our extensive technical knowledge underpins a specialist portfolio of collaboration solutions, audio visual, visual communications and unified communications.

From design and implementation, to flexible as-a-service models, user adoption programmes and managed services, we identify your optimal solution and deliver everything seamlessly first time, every time.

**We are the only choice for better collaboration.**



For more information about SCC AVS and our services please visit [www.avsnet.co.uk](http://www.avsnet.co.uk)  
or phone us on: **0203 005 3585** or email: [sales@avsnet.co.uk](mailto:sales@avsnet.co.uk)