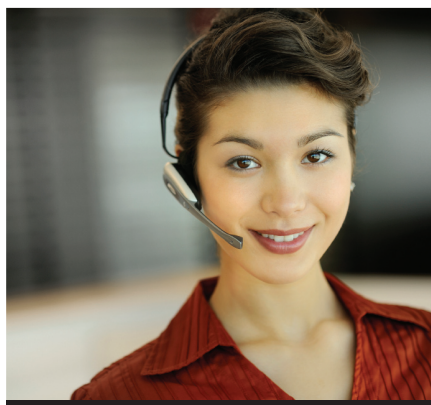




IMPROVING EFFICIENCY

Used effectively Information and Communication Technology can contribute to cost and operational efficiencies. Here are just five ways in which an organisation can improve efficiencies using ICT.



ONE: INTRODUCE MOBILE WORKING

Give staff all the information they need at their fingertips while they are working away from the office. Save on office space and get greater output from the same amount of resource.

TWO: SET-UP A PROFESSIONAL CALL CENTRE

Direct calls to the best person to deal with the call. Eliminate the forwarding of calls between departments. Give staff the ability to deal with more calls and resolve more queries by maximising their effectiveness on the phone.

THREE: STANDARDISE INFRASTRUCTURE

Migrate equipment to an IP based infrastructure and have one network for voice, video and data. Eliminate the multiple costs of managing, maintaining and supporting separate networks for voice and data.

FOUR: USE VIDEO CONFERENCING

From a video phone, desktop, laptop or PDA, hold video conferences with virtual teams to work more efficiently and eliminate the cost and time of travelling.

FIVE: ELIMINATE PAPERWORK

Provide repairs and maintenance staff with PDA's to allow them to email documentation back to the head office for direct input into the housing management systems. Speeds up the process and minimises the need for staff to return to the office with paperwork.

There are many more ways in which efficiencies can be improved and new solutions and technologies are constantly evolving to help with this.