

Transforming for the Digital Age

Helping public sector organisations communicate faster and smarter.

Amid growing demand for services and shrinking budgets, public sector organisations face significant pressures to do more with less, resulting in a marked shift in frontline services.

Despite these challenges, there is a clear desire and willingness within the public sector to deliver citizen-centric services that improve lives and make communities stronger.

Digital technology can help improve citizen interactions, support collaboration with colleagues and partners and deliver high-quality healthcare experiences for communities at lower cost.

“Working with 8x8 has been incredibly easy. It’s important for us to use cutting edge technology to make sure we are as efficient as possible and ensure our residents receive the best possible support.”

Andrew Grant, Chief Executive,
Aylesbury Vale District Council

8x8 cloud communications for:

Central government

Provide efficient citizen-centric services to an ever more demanding population.

Local councils

Deliver cost-effective public services and build stronger communities.

Housing associations

Facilitate better experiences for tenants as demand grows.

Health and social care

Offer high quality care and improve patients’ lives while managing costs.

Policing

Enable critical collaboration wherever frontline police officers are based.



Integrated cloud communications

Modernising your communications by moving to the cloud is the first step in the digital transformation journey. A single solution that brings together voice, video, chat and contact centre in the cloud facilitates new working practices and changes in staff culture, giving public sector employees the tools needed to work together creatively to find new solutions that make lives better, for less.



8x8 X Series

8x8 X Series combines communications, collaboration and contact centre solutions in the cloud, helping public sector organisations deliver modern experiences to citizens and employees.

One system of engagement A single cloud-based platform enables faster and smarter communication with reduced risk.	Seamless collaboration Facilitate collaboration across groups and bridge islands of communications from 3rd party messaging apps.	Manage communications costs Eliminate expensive on-site PBX equipment and costly associated maintenance.
Data-driven insights Use actionable insights from citizen journey maps, sentiment analysis and speech analytics to create citizen-centric services.	Flexible working Enable new ways of working with high-quality video conferencing, reducing travel costs and supporting a green agenda.	Channel shift Web-messaging lowers cost per interaction and increases support capacity and citizen satisfaction levels.
Tailored service plans Mix and match service plans to get exactly what your organisation needs to achieve the lowest total cost of ownership.	Public sector expertise 8x8 public sector specialists are entirely focused on UK public sector customers, to understand their diverse needs and to offer expert advice.	Secure, reliable and trusted G-Cloud Crown Commercial Service supplier, fully compliant with Centre for the Protection of National Infrastructure (CPNI) regulations, Cyber Essentials Plus, ISO 27001, ISO 9001 and UK Government Authority to Operate (ATO) Certified.

Ready to Take the Next Step?

Contact our public sector team to learn why 8x8 is the only complete communications platform that uses the collective power of your organisation to improve citizen and employee experiences across all interaction channels.