

CAPITA



Home Working

Home working capability is not just a nice-to-have facility, it has become a critical strategic tool in providing flexibility to meet the demands of today's businesses and workforce.

In order to be effective, home working needs to become an extension to working from the office. The 2003 Labour Force Survey reports that more than 2 million or 7.5% of the working population are opting for some form of teleworking, that is, being based at home and linked to the outside world via computer, telephone, internet and fax.*

To enable our customers to benefit from access to a reliable, secure, fast and flexible home working solution 24x7, Capita Technical Services' can now provide a Home Working solution. With varying levels of support on offer to help meet the demands of users, these solutions can be implemented across a department such as revenues and benefits, or as part of a wider corporate strategy.

Summary of features

The Capita solution is based around a web-based deployment of Citrix thin-client technology. The only requirement for PC users is a web browser with ActiveX or Java support.

Capita hosted Citrix servers

The home workers access their systems through dedicated and resilient servers hosted by Capita. Connectivity to customer data is through a VPN connection, ensuring secure data access.

No client deployment

Users log into the Capita website. The required thin-client component will be automatically downloaded and permits access to the application. This process does not require administrative privileges and the user does not have to manually install any software.

* Hainsworth, K. 'There's no workplace like home.' Guardian Unlimited. 20 May 2004.

Security

Users are issued with a unique username and password that is required before the application launches. This is in addition to the website login and application login, effectively providing three levels of security.



The benefits for the home worker include:

- Flexibility in working hours
- Reduction in travelling time
- Reduction in parking costs
- Promotion of a balanced work/family/personal lifestyle, improving quality of life
- Improvement of morale.

The benefits for the local authority include:

- Potential for increased productivity
- Better quality of work due to improved morale and focus
- Reduced costs - lower overheads
- Improved service delivery
- Lower sickness
- Retention of employees
- Better time keeping through elimination of travel problems
- Improved organisational/cost efficiency in property management.

To find out more about Capita's Home Working solution, please speak to your Capita account manager or contact Capita Technical Services at:

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