



SMART CITIZEN & EMPLOYEE EXPERIENCE

Delivering outcomes in the government sector

**Bridge the digital divide
with XMA and ChromeOS**



Digitisation of the government sector

Local and central government bodies have not been immune to the upheaval of the past couple of years.

Not only have they had to evolve along with the rest of the digital world, dramatically reorganising the way they work, collect revenue and respond to citizens' needs, they have also had to cope with the effects of the pandemic. All of this has meant that digital is now the default.

This change has certainly allowed local and central government bodies to increase productivity internally, likely helping many offices weather the pandemic storm, but it has also created new barriers.

Around a fifth of UK adults lack the basic foundational skills needed for our digital world. (Ipsos MORI and Lloyds Bank, Essential Digital Skills UK 2021)

The simple reality is that not everyone has the same access to technology, and everyone has their own level of digital literacy. These facts together mean that not everyone benefits from the move to digital. For some, it may make life harder.

As a result of the rapid rate of change, some of society's more vulnerable members can be left feeling digitally isolated, as can employees who do not typically use technology in their role.

Governments must create inclusive digital environments, where everyone is able to access the same resources and support via affordable, accessible devices.

And that's where XMA comes in.

When we asked 500 IT leaders about their future IT requirements, 82% said that their focus needed to shift from short-term solutions to more strategic technology investment. (XMA, Overcome obstacles, focus on outcomes, 2020)



Help citizens benefit from the digital age

An inclusive digital environment enables every citizen to develop the skills required for the digital age and be part of the changing world of work, regardless of costs and abilities.



Shareable devices remove barriers

Offer shareable devices that auto-launch government websites to enable more people to use government online services.

Users could access these shared devices by signing them out on loan or they could be available as fixed devices in council buildings, such as libraries, employment centres, children and family centres and homeless shelters.

These devices should enable accessibility features so they work for people with different abilities and learning needs, and they should be protected by advanced security to keep any user data secure.

Create inclusive working environments for all

Your essential workers – for example, maintenance workers, caterers, drivers and refuse collectors – play a critical role in running government services and improving citizen wellbeing.

You need a reliable method of checking in with these essential workers to ensure they feel supported and included in wider government missions, values and goals.

Establish a communication channel

Set up a digital communication channel to share announcements and give workers a space to provide feedback on new initiatives and ways of working.

Offer loan devices

Give staff devices they can sign out and take home to access online training and resources in their own time. These devices should enable accessibility features, protect employees with built-in proactive security measures, and use a management system to block inappropriate content.

Use fixed devices

Provide quick access to specific websites, mandatory reads or policies via fixed devices in communal areas such as canteens, staff rooms and training rooms.



Empower community workers to improve service delivery

When workers are out in the community, having the right mobile technology enables them to collaborate with other team members and get more work done on the go.



Community workers can also use these portable devices to access intelligent data and pinpoint where their services are needed most.

Protect data

Enable community workers to securely access the information they need by supplementing modern business apps with devices that protect against ransomware. This gives you peace of mind, knowing that data is safe and inappropriate web content is blocked.

Support productivity

Help your mobile workers get more done each day with your own online productivity and collaboration tools, and single sign-on (SSO) capabilities that help speed up log-in times. Or you can use ChromeOS' inbuilt productivity and collaboration technology.

Bridging the digital divide with smarter technology

At XMA, we're dedicated to helping public sector organisations create inclusive working environments for all staff and citizens to ensure everyone can benefit from the digital age.

That's why we're delivering ChromeOS devices to organisations and authorities across the country, and providing the device support they need to assist those who most need it.

ChromeOS devices are affordable, accessible devices that are simple to secure and manage. Because they run ChromeOS, it is easy for administrators to restrict access to certain applications and to protect them from common malware.

ChromeOS devices benefits include:

- **Cost avoidance** – ChromeOS hardware and software licenses are more affordable
- **Better user experience** – ChromeOS devices have less downtime, as they are cloud-native
- **Savings in IT management and services** – ChromeOS devices require less effort to deploy support

Sustainability

Moving your technology to ChromeOS extends the life of your older Windows and macOS assets and helps support sustainability initiatives. By reducing the environmental impact throughout the product lifecycle, ChromeOS devices are a greener alternative that also deliver better outcomes for business.

Every ChromeOS is designed used recyclable materials and energy efficient manufacturing processes, and the devices typically consumer 46%* less energy than comparable competitor products. This is largely thanks to their efficient charging capabilities and optimised performance.

Its green credentials don't end there. ChromeOS Flex removes the need to replace devices by extending the life of the hardware, conserving the resources used in the manufacturing process and e-waste.

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*Sutton-Parker, J. (2020) 'Determining end user computing device Scope 2 GHG emissions with accurate use phase energy consumption measurement.'



Guest Session as a Service support

XMA is already working with organisations across the UK to deliver Guest Session as a Service (GSaaS).

This provides public and staff access to a bank of easy-to-use and easy-to-manage Chromebooks. Users can borrow devices as required, just as they would a book from the library, and internet dongles can also be made available if the devices need to be taken off site.

Our GSaaS solution enables users to access online services, training or other essential digital tools to give them the same opportunities as others in society. We provide guest session access across Chromebook fleets without the need for dedicated log-ins. Restrictions and security can also be enforced on these devices, as can user experience improvements such as redirects straight to organisation-specific websites.

Local and central governments that take up this service don't need to worry about the devices either. Those that are damaged or found faulty can be serviced by the supplier, with technical support also available.

Not only will this library concept help to bridge the digital divide, it should also improve goodwill between local and central government authorities and the people they serve.

GSaaS highlights:

Shareability

Multiple users can access ChromeOS devices without logging on.

Security

Antivirus software is built in, inappropriate websites are blocked, and YouTube Restricted Mode is enforced.

User experience

Council-specific websites auto launch, and accessibility features are enabled.

Lower cost

Setup costs, deployment and issue resolution times are drastically reduced.



The XMA service difference

XMA has been serving the public sector for over three decades. We provide a host of services to keep things running smoothly, including infrastructure support, helpdesk, technical advice, extended warranties and maintenance contracts.

At XMA, we make sure your incremental IT investments add up to more than the bigger picture. We always start with people, learning how to help them do more, faster, and better. And that's not only about adopting new ways of working, learning, and living, but helping people successfully adapt to change.

Ready to eXpand access to essential technology?

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