

COVID-19 is evolving - it's time your charity did too.

The global pandemic has had a huge and lasting impact on the UK charity sector, forever changing the way organisations are run.

SINCE THE START OF THE CRISIS:



58% of UK charities started working from home (WFH)¹



61% will be offering more online services³



66% are delivering all work remotely²



72% predict growing demand over the next six months⁴

THE VALUE OF HOMEWORKING

As a result of the pandemic, charities have had to find quick-fixes to enable working from home and online public service provision, while keeping costs down. Staff have since been enjoying a better work-life balance, with more freedom and flexibility day-to-day.



59% who are currently WFH approve of the new arrangement⁵



57% say WFH has made them more productive⁷



90% want to continue WFH⁶



47% want to WFH more often - or all the time⁸

THE TOP THREE BIGGEST ADVANTAGES TO HOME WORKING⁹



1

Spending more time with family



2

No need to commute



3

Flexible work schedule

A HUGE UPTAKE IN DIGITAL AND ONLINE SERVICES

39% of charities have already found a more innovative way to work², driven by new client as well as employee demand.

During lockdown, many charities have seen a huge uptake across online support channels.



160k+ views for Cancer Research's online COVID hub in two months¹⁰

230% increase in Versus Arthritis virtual assistant enquiries Feb - March¹¹

55% increase in visits to MIND's webpage for those wanting to register for support⁶

4x number of daily website visits for Soundabout, a charity that uses music to help those with learning disabilities¹¹

NEW AND IMPROVED REMOTE SERVICE ACCESS

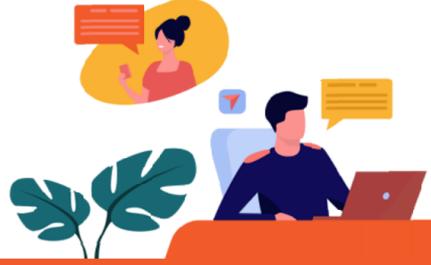
Not only is remote access and self-serve an easier, more convenient way to access support - when it comes to accessibility, being able to access services remotely is critical.

Apps enable **flexible and convenient scheduling**

24/7 accessibility - even during a pandemic

Easier access for clients in rural areas or with transportation difficulties

Online support that **costs less** than face-to-face treatment



WORKPLACE MODERNISATION - THE BARRIERS TO CHANGE

97% of charity decision-makers believe COVID-19 has accelerated their digital transformation efforts¹². Despite this, **51%** still don't have a digital strategy in place¹³ with several barriers lying in the way of change:



Technical complexity

46% need guidance on what works with digitising face-to-face services¹³



Budget restrictions

50% cite lack of income to invest in digital as the biggest internal barrier¹³



Lack of skills

21% have cancelled services because they don't have the skills or tech to deliver them¹³

FUTURE-PROOF YOUR WORKPLACE, WITH MODERN CLOUD SOLUTIONS FROM PHOENIX

At Phoenix our focus is on future-proofing your business with modern workplace solutions that offer a more secure, cost-effective and permanent way of working. We support you every step of the way, showcasing how to get the most out of our modern workplace portfolio with solutions that:



Provide **scalability and flexibility** to support clients over the phone, through social media or webchat.



Pave the way for **new technology** such as machine learning (ML) and artificial intelligence (AI), to provide powerful real-time and historical analytics.



Support remote work for contact centre agents or support volunteers.



Enable **AI automation for frequently asked questions**, eliminating the need for human interaction and reducing support call numbers.

A NEW, DIGITALLY ENABLED AND MORE SUSTAINABLE WAY OF WORKING.

Together with Microsoft, Phoenix can help your charity solve some of its biggest challenges by enabling:



Better Collaboration and Access

We support with design, implementation and the management of highly inclusive technology created to help your staff, volunteers and other support services work better as a team from any location - regardless of physical, mental, or technical capability.



Application Modernisation

Our Software Asset Management team will find the most cost-effective way to secure future success from transforming applications to upgrading existing software, to migrating older applications to newer hardware.

Modernise your legacy applications and unlock improved efficiencies to deliver better services to anyone who interacts with your organisation.



Security and Data Protection

When it comes to data protection, our GDPR Principles ensure your data is:

- ✓ Processed fairly and only for specified lawful purposes
- ✓ Relevant, accurate and where necessary, kept updated
- ✓ Kept secure and not stored longer than necessary
- ✓ Processed in accordance with an individual's consent and rights



To transition the remote working trend to a more digitally enabled future and help your charity evolve, contact a member of the Phoenix team today
hello@phoenixs.co.uk or 01904 562200

Alternatively, get in touch more information on our drop-in clinics, or to register for our customer and security immersion experience workshops.