



its.

Why ITS for the Public Sector

Delivering the Digital Infrastructure to
Support the Goals of Public Sector bodies

Providing the infrastructure designed to facilitate public sector organisations' goals, boost the economy, and overcome the digital divide is key to propelling the UK into the future of tech transformation.

With full fibre from ITS organisations can harness a 10Gbps-enabled network to improve public services, boost productivity, attract inward investment, and create an economy and job market that improves the lives of millions.

The opportunities with ITS don't stop there, however. Our public sector work has a direct financial impact on local areas and their communities - working to improve the lives of thousands.

“For every £1 spent on the infrastructure of our full fibre services, the local area can expect a £20 return”

Lorna Rogers, Assistant Director of Mayoral Programme Delivery - Liverpool Combined Authority



That means ITS is helping to establish a connectivity landscape that fosters continued success, investment, and strong economic performance – taking public sector bodies to new heights.



ITS has the futureproof solution needed to thrive, from overcoming key public sector challenges to fulfilling social value initiatives.

The ITS Offer

Making every tax-payer pound count is the key mission for public sector organisations. However, challenges with resource allocation, costly builds, funding, and high demand can make maximising investment a significant challenge. Thinkbroadband’s UK broadband report highlights the progress being made in different areas across the UK.

Country	SuperFast Coverage 30 Mbps +	Gigabit Coverage (FTTP or DOCSIS 3.1)	Full Fibre (FTTP) Coverage	Alt-net FTTP*
England	98.1%	80.8%	60.2%	31.8%
Wales	96.9%	67.7%	59.2%	10.7%
Scotland	96.0%	73.7%	54.8%	25.3%
Northern Ireland	97.7%	94.7%	94.1%	29.4%

* For this purpose alt-nets EXCLUDE Openreach as well as KCom (Hull) and Virgin Media RFOG and Nextfibre

Source: UK Broadband Report - January 2024 | thinkbroadband

English Region Breakdown

Authority Name	SuperFast Coverage 30 Mbps +	Gigabit Coverage (FTTP or DOCSIS 3.1)	Full Fibre (FTTP) Coverage	Alt-net FTTP*
London	98.5%	89.4%	64.8%	50.6%
West Midlands	98.4%	85.1%	57.2%	27.4%
North West	98.4%	82.3%	62.6%	21.1%
East of England	98.3%	76.6%	56.5%	28.5%
Yorkshire & Humberside	98.0%	83.2%	71.6%	35.2%
South East	98.0%	77.8%	56.6%	32.8%
East Midlands	98.0%	79.5%	59.0%	27.5%
North East	97.9%	79.7%	53.0%	27.5%
South West	96.8%	71.1%	56.9%	27.0%

Source: UK Broadband Report - January 2024 | thinkbroadband

Given the imbalance of gigabit availability across the UK, ITS providing the right connectivity toolkit to bridge the divide within public sector organisations has never been more crucial.

Engagement

Early engagement with public sector organisations is at the centre of how we build long-lasting relationships. We work side-by-side with local authorities, schools, blue-light services, housing associations and NHS trusts to communicate the opportunities made possible by full fibre infrastructure.

With a vast number of local authorities across our fibre footprint and membership in several procurement frameworks, we have a strong track record of being the public sector’s strategic connectivity partner rather than just the supplier.

We understand that investing in connectivity is a significant commitment. Drawing on our expertise in the transformative power of full fibre, we aim to help the public sector usher in a future marked by cost savings and increased productivity. By improving public services for generations to come, we actively collaborate with organisations, helping them recognise a new world of possibilities with full fibre.



Inclusivity

At ITS, we understand how important it is for all communities and public sector organisations to have the infrastructure to pursue digitally transformative activities.

From digital skills workshops in public libraries to providing schools with the bandwidth-hungry technology that helps to build skills bridges, all of these rely on the connectivity infrastructure to support it. With reliable, scalable, and inherently futureproof full-fibre connectivity, our network helps communities fully participate in a technology-focused economy, allowing them to access online education, health, and government services – fostering inclusivity for all.

Historically, businesses in the public sector had very few options outside of incumbents, driving the cost of doing business up. Now, with an alternative network from ITS, we've created a more equitable environment that makes it easier for strategic partners to offer high-quality connectivity without the premium price tag.

Our strategic partners benefit from this by providing a low-cost solution for social housing and multi-dwelling units (MDUs), enabling social tariffs for low-income households and residents on benefits. This is just a small example of how it democratises connectivity and opens opportunities for all.



Growth

Public sector organisations must keep up with increasing community demand due to budgeting restrictions and resource allocation strains. An inherently scalable business connectivity option that is both more economically efficient and able to scale remotely on demand provides organisations with the foundation for more efficient economic development, innovation, and job creation. Our entire footprint is fully 10Gbps enabled, offering the connectivity toolkit to grow as needed.

As we've invested in an XGS-PON-enabled network on your behalf, our public sector customers won't shoulder the cost of upgrades – saving vital resources. With a network that can facilitate growing business needs, public sector organisations can make entire local authorities far more attractive with ITS.

Futureproofing

Public sector bodies must arm themselves for the future, so ITS is helping to future-proof transformation initiatives with the best connectivity solution. Using cutting-edge technology, our full-fibre network offers up to 10Gbps of bandwidth, ensuring organisations stand in good stead to accommodate the next generation of technology, like AI, robotics, and VR.

With more than enough bandwidth to support technology that can reduce the cost of services, ITS is the enabler of a tech-driven public sector.



And, as our network is already 10Gbps-enabled, organisations can scale on the same fibre, knowing that they don't have to shoulder the cost of additional build upgrades.

Our participation in public sector frameworks provides a pre-accredited provider, reassuring organisations that they're accessing a pre-vetted, trusted supplier that delivers the UK's leading business-grade fibre that's designed for the future.

How ITS Works with the Public Sector

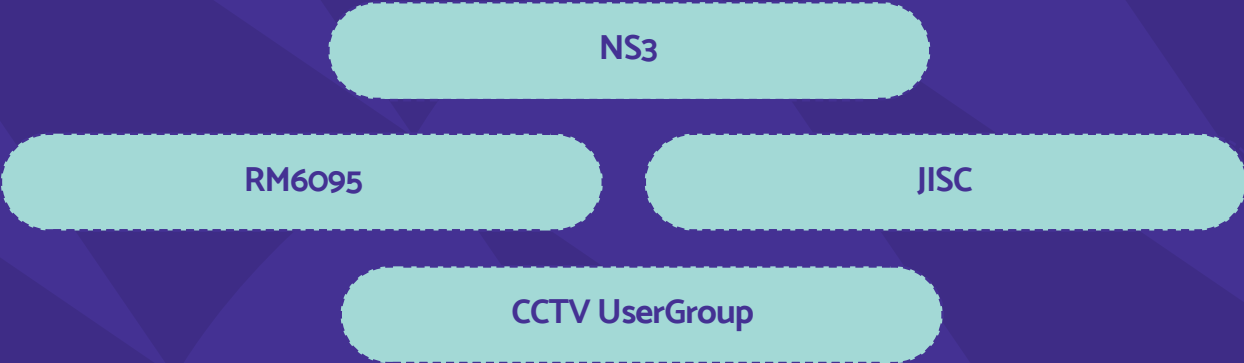
ITS’ work with the public sector goes far beyond just connecting public sector buildings. We work with the public sector in a variety of ways, from shared access infrastructure to joint venture ownership.

ITS signed the first UK concession agreement with local authority Hammersmith and Fulham, reusing existing CCTV ducts to place a full fibre infrastructure designed to uplift the local community.

Since then, through a combination of our flagship joint ventures, LCR Connect and Digital Greenwich Connect, CNI board membership and direct award through our procurement frameworks, ITS has forged a close alliance with stakeholders representing the full spectrum of public sector. Some of our most impactful work involves working with ambitious local authorities to harness the opportunities associated with a fully scalable business-grade fibre network, ensuring lucrative returns that allow councils to improve vital public services.

Our Public Sector Memberships

ITS is a trusted supplier of multiple frameworks, granting local authorities’ prime access to future-focused connectivity solutions for their communities. **We’re affiliated with:**



Our inclusion in these pivotal public sector frameworks assures local authorities of a trusted and proven partner that works collaboratively with public sector entities.

ITS’ framework presence, exemplified by our association with Jisc, underscores our dedication to helping essential institutions like schools and higher education authorities transition from outdated infrastructure to high-speed connectivity, fostering innovation.

Through our framework affiliation, we actively contribute to advancing towns and cities across the UK. We provide the foundation for ongoing development, nurture digital skills, and offer communities the tools to boost local economies, elevate job prospects and improve public services.

As a supplier of renowned public sector frameworks, ITS empowers public sector organisations to become more agile and productive players in the UK economy while meeting their development goals.

Our Flagship Public Sector Networks



LCR Connect, our joint venture with Liverpool City Region Combined Authority and construction partner NGE, is designed to propel the public sector into the future of connectivity. LCR Connect is a 214km full fibre infrastructure with gigabit-capable connectivity that equips the region's schools, universities, hospitals and more with next-generation connectivity.

With joint ventures like LCR Connect, previously underfunded and under-resourced organisations access infrastructure that offers futureproofed and cloud-enabled connectivity.

Across six local authorities, it unlocks previously unattainable levels of productivity and innovation, creating industry-beating opportunities and helping businesses establish themselves as market leaders.

LCR Connect is also an example of private and public sector collaboration. ITS recognised that forward-thinking and progressive local authorities don't want to wait for a 10Gbps-enabled network rollout, so accessing a full-fibre network across the city region that's already in place stands to place Liverpool ahead of other local authorities across the UK.



ITS is a 50% owner of Digital Greenwich Connect, a 21km gigabit-capable full fibre network set to truly transform opportunities across public sector and private organisations in the Royal Borough of Greenwich.

The network is helping to deliver a fully future-proof, business-grade network to businesses, social housing, and multi-dwelling units across the borough. Users benefit from robust connectivity on our network that can accommodate high usage levels without latency and bandwidth-hungry technology, unlocking new levels of productivity, remote work opportunities and a toolkit to grow in the future.

Our joint venture offers a next-generation digital highway owned by the Royal Borough of Greenwich Council and ITS, with a modern, ethical, sustainable connectivity solution designed to take local business and public sector organisations into the next generation of growth. With a strong focus on bolstering the regional economy, our joint venture now provides local businesses with the toolkit to embrace innovation – knowing that a lack of connectivity doesn't hold them back.



Social Value

Helping communities to thrive with a toolkit that builds tech confidence is only a small part of our public sector commitment. We also have a strong social value initiative to ensure we help the public sector fully meet their ESG mission – allowing us to connect without compromising growth, sustainability, and inclusion.

We work one-on-one with local authorities to prioritise our key pillars. These include:



From donating used devices, small to medium-sized enterprise (SME) support, skills & employability programs, and digital skills initiatives, ITS is helping to deliver a kinder, digitally inclusive connectivity landscape.

We help to tackle inequalities throughout local communities via our joint ventures, ensuring everyone can reap the benefits of scalable technology for the future.

We're a signatory of the Liverpool City Region Fair Employment Charter, and we connect with selected Community Hubs in Merseyside to provide full fibre connectivity for free. We believe that the future of technology is only made brighter by equal access to connectivity, which is why we're so driven to work in partnership with our public sector partners.

Public Sector Spotlights

ITS is extremely proud to cater to a vast range of public sector bodies, working directly and via our approved partner network, supporting those requiring robust, futureproof connectivity that helps to lay the foundation for a more empowered society.



Blue Light

Fast, reliable connectivity is essential for efficient blue light emergency services, from control centres to 5G-enabled devices used by responders. The current NHS crisis is marked by latency issues, hindering response times for ambulance callouts and police 999 calls. Full fibre connectivity has become necessary in the blue-light sector, with potential life-saving implications.

ITS is committed to innovative connectivity solutions bridging the gap between control centres and field responders.

Here's how ITS full fibre can support blue light services:

- ✓ Supporting 5G technologies as part of the Open RAN consortium, The Liverpool City Region High Demand Density - funded by the Department of Science, Innovation and Technology, led by the University of Liverpool.
- ✓ Intuitive resource allocation
- ✓ Reliable and fast location gathering
- ✓ Faster communication
- ✓ Real-time response



Healthcare

Full-fibre connectivity is a critical solution for the healthcare sector, addressing its urgent need for improved connectivity. It enables cost-saving opportunities, streamlines resource allocation, and aligns with the NHS long-term plan.

The NHS can harness telemedicine with full fibre, reducing waiting times and enhancing patient experiences. It also supports cloud-based patient records, improving data access and transfer speeds. Virtual outpatient clinics become more accessible, freeing up hospital beds. This technology offers substantial resource savings, especially when considering that NHS England estimates that 12,396 patients take up beds, even though they don't meet the 'criteria to reside'. ITS provides reliable, future-proof connectivity services, ensuring the healthcare sector can meet its growing needs and personnel demands. Here's what else a full fibre infrastructure can offer healthcare:

- ✓ Cost savings
- ✓ Improved patient experience
- ✓ Meeting NHS plans that commit to a more flexible, futureproof model
- ✓ Flexible patient experience

¹ NHS England. Urgent and emergency care daily situation reports 2021-22.



Charities

ITS is delivering the connectivity backbone for charities, democratising connectivity with a cost-effective and long-term investment solution. From fundraising campaigns to interacting with local authorities, charities rely on strong connectivity in all processes. Not only do ITS embolden charities and allow them to collaborate remotely with key stakeholders, but we also beat stretched resources with a cheaper solution than any market alternative.

Our FibreLight and FibreBright products have scalable bandwidth, so charities and the third sector can customise their speed package and associated pricing. With no one-size-fits-all approach, charities can be sure they only pay for what they need.



Local and Central Government

Connectivity is the backbone of a solid relationship between local and central government. From managing demand, investment, business transformation, commercialisation and growth, connectivity is the bridge between wider collaboration and strengthening communities.

ITS understands the intricacies and importance of local and government-level collaboration for the success of the public sector and offers the frameworks to provide robust strategic communications, strengthen skills and the expansion of tech-based businesses. Our public sector frameworks offer local authorities a pre-vetted connectivity provider that's tried and tested in facilitating connectivity ambitions.

From our social value initiatives that support local and central government in promoting inclusion to our powerful, future-proof, and scalable network with built-in XGS-PON capability, we equip local governments with the necessary infrastructure to advance inclusion. Additionally, this enables the central government to meet its commitment to delivering 100% gigabit-capable full fibre by 2030, alongside the PSTN switch-off.

“It has been great to work in genuine collaboration with ITS, delivering simplified connectivity with scope for future growth for our own corporate needs while at the same time adding much-needed capacity for our high-growth local economy. Their experience and insight have been invaluable.”

Havering Local Authority

Social Housing

Giving local authorities the toolkit to create a more empowered community is essential, but 3.6 million citizens who live in social housing need access to the connectivity solutions that allow them to advance.

From remote working to building tech confidence, resilient, future-proof connectivity for social housing is a strategic imperative for propping up the UK economy. Local authorities must be able to place residents in social housing accommodation that has the infrastructure to help them contribute to the economy.

Providing robust connectivity solutions goes beyond providing equal opportunities. It includes:

- ✓ Bridging digital skills gaps
- ✓ Meeting net-zero targets
- ✓ Working towards smart city initiatives
- ✓ Attracting inward investment to stop outward career migration

Our Public Sector Key Figures

Within ITS, we have a team of experts with extensive experience working alongside the public sector, serving as vital advisories to connect public sector organisations with futureproof, scalable, and resilient fibre networks.

Our public sector experts understand the intimate relationship between robust connectivity and the success

it can deliver for public sector organisations, which is why ITS has the fundamental tools to help provide exceptional service in the face of funding, resource, and policy restrictions. Via our public sector joint venture flagships and frameworks, our team provide vital consultation for local authorities, government bodies, and other public sector bodies that rely on the full fibre rollout, which allows the UK to thrive.

Connectivity isn't just the lifeblood of corporate businesses; it's the strategic imperative that ensures local authorities, charities, education, health, and more are ready for a tech-focused future. From cost efficiency to revitalising resource allocation, a scalable connection provides the backbone for investment, closer communities, and a more technologically confident future.



**Choose ITS and help us build
a brighter future with an agile,
well-connected public sector.**

its.

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