



Chromebooks for social good

How accessible technology can
close digital divide and improve lives



The digitisation of local government

Councils and local 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 authorities 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 and, without access to technology, unable to access the same resources and support as the rest of the community.

That is, unless local authorities find ways to address the digital divide, with 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](#)



Bridging digital divide with smarter technology

At XMA, we're dedicated to helping the public sector and digitally isolated citizens access the technology and support they need to interact in the digital world.

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

Meet the Chromebook

Chromebooks are affordable, accessible devices that are simple to secure and manage. As a cloud-first platform, ChromeOS is designed to be secure. It protects against ransomware by default – in fact, there have been no reported ransomware attacks ever on any organisation, or consumer ChromeOS device.

That's why they're ideal for public use, giving people who might struggle with digital tools a way to access services from local public sector organisations.

Chromebook 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

Guest Session as a Service

As a provider of e-learning solutions and over 200,000 devices to the DfE's – Get Help With Technology programme, XMA is passionate about closing the digital divide.

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 securely 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 authorities 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, while lost or stolen devices can be remotely locked and factory reset.

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

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.

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: Pre-defined websites auto launched, and accessibility features are enabled.

Lower cost: Setup costs, deployment and issue resolution times drastically reduced.



Ready to eXpand access to essential technology?

Contact XMA

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Our quality, information security, environmental and IT service management systems are certified by ISOQAR, a UKAS accredited certification body, which demonstrates that XMA have achieved internationally recognised standards across our services, and consistently meet or exceed customer's requirements.

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