



Driving personal
productivity and
mobile working in
the digital era

shaping tomorrow with you

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Addressing the complex challenges in today's public sector workplace

Organisations are being actively encouraged to exploit the opportunities of digital technologies. They are being encouraged to use public cloud services, in-source more of their IT and break up monolithic legacy contracts. As lives shift online and mobile connectivity becomes the default, citizens want faster and more coherent services.

Citizens increasingly expect to interact with government departments in new ways – quickly, personally and intuitively, especially through digital channels. At the same time, public servants are trying to get closer to the citizens they serve, becoming less deskbound and spending more time in the field. While improving and liberating the technology needed to support these trends, decision makers must ensure they don't put their data, people or reputations at risk – whilst delivering on the promises they make.

With staff better connected and more engaged, service to citizens can become smoother, better targeted and more cost effective. Digital technology – done right – can also save organisations money, even as staff productivity and citizen satisfaction increase. And there are real challenges in the existing workplace environment adding to the pressure for change.

The public sector workplace is a complex environment with current challenges around property costs, legacy systems, device diversity, data security and the exploitation of cloud services.

Asset maximisation

Deskbound technology and legacy systems can act as a drag on initiatives for more flexible working, staff relocation or sharing of services. Deskbound working may be appropriate and suitable for some teams, for others, if they could be freed from these limitations, organisations can provide more flexible and secure mobility, releasing funds for other purposes.

Ageing applications

Relying on ageing applications and equipment which need a constant connection and tie staff to desks can drive up support costs as the required skills and knowledge become scarcer. These legacy systems are hard to modify in response to the changing needs of our digital world and often perform poorly when compared to more modern systems, hindering staff from working more flexibly and becoming mobile.

Device diversity

With the spread of consumerised IT, staff now expect to use their own mobile devices when they are at work, creating the need to support multiple devices, access methods and user types. Forward

looking organisation have to embrace Bring Your Own Device (BYOD), Choose Your Own Device (CYOD) and Bring Your Own Apps (BYOA) initiatives in order to attract new talent, meet changing user demands and arm the workforce with the devices they are comfortable using.

Cloud services

Cloud offers many benefits, including cost savings and increased agility. Migrating to the cloud enables organisations to exploit cost effective business applications by applying a 'pay per use' basis, and therefore not incurring the costs of software ownership. But there are risks too – not all cloud services can guarantee data sovereignty for organisations where it is mandated, while combining cloud and in-house capabilities is highly complex.

Data security

Failure to manage confidential and sensitive data can cause reputational damage and additional remedial costs. In addition, proposed EU data Protection Regulations specify maximum fines of €100m for data breaches.

Meeting the challenges

The public sector workplace needs to change to meet these challenges. Staff must be freed from existing constraints while enabled with the best tools, the toughest security and the highest reliability – at a cost the public sector can afford. Making the organisation better connected and more mobile will meet today's challenges and create a public service fit for the future.

Investing in this new type of workplace will make public servants more productive, more engaged and more visible, increasing the value of their work and making public funds go further. A workplace that's available wherever your people are, and equipped with the capabilities they need for their jobs, will transform the contributions of everyone in the public service – from call centre agents to staff on the road, and from supply chain functions to the back office.

That's why Fujitsu created Workplace Anywhere, the managed service that's reinventing how work gets done in the public sector.



Secure mobile working



Fujitsu's Workplace Anywhere enables your public sector colleagues to be mobile. They can work collaboratively and more productively, helping to reduce your operational and property costs.

With Workplace Anywhere your mobilised staff are free to securely use centrally managed devices and applications most suited to their needs. It's easier to co-locate teams and adapt workspaces to changing needs. You can reduce your office space, saving money and reducing your carbon footprint.

Workplace Anywhere turns IT provision into a flexible, pay-as-you-go service. Its solutions are available on a per user basis through the Government's Digital Marketplace (GCloud Framework) and through the Technology Products and Services frameworks.

The secure solution is already certified for Government Official and Official Sensitive security classifications. We deliver a reliable, ubiquitous and scalable IT service that meets the organisations

needs without committing it to capital expenditure – or to a new set of legacy problems in the future. Workplace Anywhere cuts your infrastructure costs and enables better budget management.

It's also the ideal basis for shared services such as integrating with Microsoft Sharepoint-based electronic Documents and Records Management as a Service and also Unified Communications for greater collaboration. With cloud and mobile enablement, colleagues from different teams – and from different organisations – can share data and processes via a single platform. This breaks down barriers, and helps deliver citizen-centric services which cross different teams – such as multi-agency social services.

Decision makers are looking to use least cost commodity services where possible and invest in targeted strategic IT where there's a clear benefit. Workplace technologies have to support both these dynamics.



Enhanced public services



Fujitsu creates an enhanced, effective and attractive working environment. By giving your people more responsive and connected technology, they will be able to serve citizens more effectively and flexibly, creating a better public service and enhancing the organisation's reputation.

Fujitsu enables your organisation to manage data efficiently and securely, meeting regulatory and legal obligations. The secure solution is already certified for Government Official and Official Sensitive security classifications. Furthermore, by using encryption and identity authentication capabilities, organisations can help ensure the integrity and security of data across all staff – in the office and on the move. Our cloud-based approach means data remains in a secure, centralised datacentre rather than dispersed across devices, and provides automatic, reliable backup, and disaster recovery too.

Workplace Anywhere's features include remote file-sharing, any-device access, remote issue-logging and real-time scheduling. The service is secure and compliant with all the relevant standards. And because it's a service, we are continuously updating and improving its features in the background. This means your organisation can evolve in line with its goals and without technology constraints.

Fujitsu can help you switch to Workplace Anywhere with our Proof of Value service, where we work with you to build a business case including operational efficiency gains and cost savings. When you're ready to move, Fujitsu delivers Workplace Anywhere as a managed service on a pay-as-you-go per user basis through the Government's Digital Marketplace (GCloud Framework) and also through our Technology Products and Services frameworks. In effect, your IT spend will fall and move from the CapEx to the OpEx column, with benefits for your overall budget management.

- Secure mobile working for all your staff
- Release office space
- Shift costs from CapEx to OpEx with pay-as-you-go service
- Get closer to citizens
- Collaborate better and save money



Cafcass Case Study: transforming the family legal process

“Our staff are able to work more effectively and efficiently whilst working remotely but with the confidence that sensitive data will not be compromised.”

– Lamorna Wooderson, Corporate Director, Cafcass

Cafcass

Cafcass (Children and Family Court Advisory and Support Service) is a non-departmental public body that safeguards and promotes the welfare of children; gives advice to family courts; makes provision for children to be represented; and provides information, advice and support to children and their families.

Fujitsu has been a technology partner to Cafcass for the last 8 years, and has supported its move into an increasingly digital world, where it has embraced technology to benefit staff and, ultimately, the families and children it serves.

Cafcass turned to Fujitsu to refresh its hardware and software in order to deliver cost savings, improve end-user experience for office-based workers and improve the effectiveness – while securing the data – of those working remotely.

Fujitsu is proud to have delivered an end-to-end solution providing managed desktop services for 2,000 users in 100 offices, and a new suite of office applications.

All staff use 4G laptops or tablets, enabling them to work flexibly at home, in the office, at court, or when travelling to visit service users. In addition to this, video-conferencing has reduced their need to travel to offices for meetings, thereby lowering their carbon emissions.

Social workers no longer have to transport heavy case bundles to court. They can work during “court downtime” and no longer have to waste time commuting to offices. Electronic case management system drastically reduces the time taken by social workers on case bureaucracy.

Fujitsu believes Cafcass is a great example of a Government department investing in digital to enhance its services and reduce the cost to the whole business. It has won numerous awards for its transformation and the work it does, having recently won the Top Employers for Working Families Award with what the judges referred to as “a compelling picture of organisational transformation with flexibility at its heart”.

The Centrica Best for Flexible Working Award 2015 Winner
Sector: Public



Results achieved by Cafcass

- Time spent on administrative tasks cut by more than 100,000 hours
- 94% of staff can now work remotely – at court, while travelling or at home
- Staff sick days cut from an average 16.2 days in 2009/10 to 7.3 days per person in 2013/14 – a reduction of over one half
- Absenteeism costs cut from £3.2m to £1.8m, saving £1.4m



Shaping tomorrow with you

Fujitsu has been supplying computing and communications services for over 40 years, and pioneered the use of shared services in government. We design our products and services to match public sector needs, taking into account the sector’s pressures and constraints as well as the impact of changing demographic, societal and legal factors.

A unique blend of global reach and local accountability means Fujitsu has a long-term vision and commitment to help the public sector achieve results. We take a collaborative approach to drive cost savings and deliver service excellence that go beyond SLAs. Our commitment to the community is equally important. We place responsibility at the heart of everything we do. Significantly challenging industry norms - half of all our budget holders are women, apprentices are paid 50% higher than national minimum wage, and our datacentres are powered by 100% renewable energy. Our innovations are responding to some of the world’s biggest challenges such as tackling pollution and congestion in cities; advancing agriculture to feed more people globally; and monitoring health problems to assist the elderly to live well for longer. These are some of the reasons Fujitsu was awarded Responsible Business of the Year 2015 by the BITC.

Fujitsu has been repeatedly positioned by Gartner as a Leader for end-user outsourcing services in Europe, having been recognised for our end-user services’ vision and our ability to execute. Our success stories show gains in productivity through better communications and innovative approaches to streamlined practices that treat work as something people do, not somewhere they have to go.

Fujitsu and Citrix have been worldwide strategic partners for over 10 years delivering workplace innovation in more than 70 countries. Fujitsu embraces the Citrix product portfolio, combining key offerings for both virtual desktop and managed mobility into market-leading joint technology solutions.

“Flexible working isn’t just about working from home occasionally. Nor is it about giving everyone an iPad. Flexible working is about changing the way everyone works and providing tools that can help transform our business. We can ensure our inspectors in the field have real-time access to the right information that will help them be more effective in their roles. Offering more flexible working options can also help improve the work-life balance of employees.”

HM Revenue & Customs Mobile, Remote and Flexible Working Lead



Learn more

Discover how Fujitsu can help you to mobilise your people while reducing costs and delivering citizen-centric services.

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