Connecting Communities

FUJITSU

shaping tomorrow with you

Digitalising Communities & Local Government

Local government is tackling unprecedented, fundamental change that affects everything from long term strategy to day-to-day service delivery. Megatrends such as population growth, sustainable energy, healthcare, urban migration, ageing populations and the Internet of Things (IoT) are set to have a profound effect on the way local authorities and communities function.

Navigating this shifting landscape is hard enough. Yet leaders must also deliver ever-improving services to citizens while facing funding reductions and organisational change. In this context, digital technology has to play a key role - creating efficiencies, connecting staff, partners and citizens, and enabling local authorities to reinvent their operations in response to changing needs.

Sure steps for uncertain times
IT used to be an exclusive, expensive specialism within local government- as it was in the commercial world. But no longer. Digital can contribute to every business process, helping organisations meet their goals cost-effectively, unobtrusively and flexibly. Big data and analytics can also help turn data into intelligence that yields customer insight and improves decision making.

Perhaps best of all, IT outsourcing of the kind pioneered by Fujitsu enables local authorities to treat IT as a service rather than a function. This means costs can be lower, your contractual obligations much less onerous and the business value of your IT investment much clearer.

Getting IT right for today and tomorrow means exploiting both the technical and commercial advances made by industry leaders. As well as serving public sector organisations for more than 40 years, Fujitsu has developed and refined many of these advances - from digital technology to shared services. We believe we can help you take sure steps in these uncertain times.

A Collaborative and Integrated Approach To IT Outsourcing

We work closely with local government to deliver a variety of IT services that address the challenges of today and the future with a fundamental aim of satisfying citizen demands and achieving economic vitality.

Our local government customers have benefited from:

- Service savings from day one
- A positive impact on employment
- Support in their local community
- A refreshed ICT estate

Fujitsu draws on the breadth and depth of its own capabilities, as well as the expertise of strategic partners and SMEs, to deliver an extensive range of IT services that cover the end to end processes of local government clients.

Our IT outsourcing services include:

- **Enterprise Cloud Application Services** to improve efficiency, security and save costs on back-office-services. We are able to quickly establish the critical applications of our client's business and apply insights and expertise that have made us a market leader in IT Infrastructure

- **Cloud Services** that offer agility, speed and cost efficiency advantages. Fujitsu believes in the adoption of Hybrid IT in order to strike balance between the many conflicting demands being placed on IT infrastructure. Fujitsu currently work with local government clients to ensure they have the correct balance of cloud-based and traditional IT Services, which in turn is helping to generate cost savings and improve productivity.

- **Managed Infrastructure Services** to increase efficiency of local government operations and drive continuous improvement, whilst easing the burden on your IT staff. Our Infrastructure Services include Managed Data Centre, Managed Desktop, Service Desk and Infrastructure as a Service.

- **Network and Telecommunications** including Unified Communication Services made up of cost-effective and highly scalable telephony, hosted voice and VoIP solutions. Our Managed Network Solutions consist of the end-to-end management of LAN, WAN and Wi-FI networks, from data centre to network endpoints. Fujitsu also provide Network Infrastructure Services from Turnkey Solutions to Infrastructure Sharing.

- **Business Services** including consulting to help local authorities identify and overcome problems, satisfy citizen needs or take advantage of existing opportunities. We can work with you to streamline the way you operate In order to provide real, measurable cost savings and business benefits. Our consulting services include Business Change, IT Strategy and Effectiveness, Business Analytics and Mobile Business Solutions.

Making a difference in the Highlands

Since 1998, Fujitsu has been transforming the Highland Council's ICT infrastructure and delivering significant benefits for the local community.

"Fujitsu have been a collaborative partner. From top to bottom, they've helped us find solutions to the different challenges we have"
Drew Hendry, Former Council Leader

Working collaboratively with the council we were able to:

- Design, setup and migration to a new datacentre including a virtualised server environment

- Provision a secure ICT infrastructure to PSN accreditation

- Refresh the Council's CRM platform

- Implement a Managed Print Service

- Full desktop refresh on both corporate and curriculum environments.

As a result of our joint working to transform their IT estate, the Council have generated £6.76m of cost savings due to IT efficiency improvements. We have also refurbished 3,500 for community use and recycled 7,573 PCs and Laptops.

Moving forward, we look to continue to exceed on service level agreements and continuously improve the council's ICT infrastructure.

The Highland Council
Comhairle na Gàidhealtachd

Services Shared, Costs Spared

We are about to embark on the devolution revolution with more power and control being given to local authorities than ever before. Collaborating and sharing services across neighbouring councils has already proven to be one of the most effective strategies for generating efficiency savings, with £462m saved since 2012 according to analysis by the Local Government Association. There are clear benefits of migrating to a shared service model and it is becoming a priority of devolved councils who are looking to collaborate with multiple regional authorities.

Providing Infrastructure across Multiple Councils

Fujitsu has successfully worked with local and devolved clients in order to re-design their business processes to achieve a desired outcome of a shared service with neighbouring councils or departments.

Working together with the Northern Ireland Civil Service (NICS), Fujitsu was responsible for the re-design of personnel processes in order to create HR Shared Services for over 27,000 NICS employees across twelve separate departments.

Using the benefits realisation methodology we were able to establish a desired outcome which involved the set-up of a HR Shared Service centre providing services related to personnel administrations – Including payroll, recruitment services, and investigation of disciplinary, dignity and work and grievance cases. This has resulted in a more efficient and effective delivery of personnel services as well as enabling civil servants to refocus on frontline services.

Shared Service Solutions

As well as re-designing business processes, Fujitsu also worked with NICS to develop a bespoke HR and Payroll application based on Oracle CRM, Oracle HRMS, Oracle Payroll, Oracle OLM BI and a bespoke web-based recruitment application.

The new applications are hosted in Fujitsu data centres and replaced outdated personnel systems with 21st century technology and introduced modern, efficient practices and also replaced time-limited payroll contracts. In addition to this Fujitsu has also developed and implemented bespoke portals and user interfaces for use as the entry-point to the system for all users. Fujitsu also managed and supports the application servers' infrastructure as well as the telephony systems used by the HR Shared Services.

Not only has this generated significant cost savings for NICS it has also boosted efficiency by releasing 400 HR staff for redeployment into other departments of the Civil Service.

Streamlining back office functions

Cambridgeshire & Northamptonshire County Councils have also recognised and reaped the benefits of working together in a shared service model. Together with Fujitsu, they worked to create a unique ERP shared service based on the Oracle e-Business Suite, enabling both councils to share the delivery of back office processes and transactional services across a range of key functions.

The solution currently delivers most of the support services across the two councils, including a finance team that supports more than 850 budget managers with transactions in excess £2bn.

It also supports human resource experts that provided services to over 30,000 staff and that deal with the public sector trade unions. It also supports a property asset management team that oversees a portfolio of more than 1,000 properties and £1.8bn of assets, a procurement team dealing with £750m contract negotiations and more generalised services such as payroll, pensions, legal and IT support.

Since switching to shared back office functions, both councils have saved £18.8m according to Fujitsu analysis. The project has also resulted in optimised productivity, enhanced functionality, standardised processes and streamlined operations. The councils have also enhanced decision-making – comprehensive information is available to manage performance and resource allocation.

Shared Information Hubs

Local and devolved government is often faced with the challenge of sharing information manually between departments which can often result in service delays, information gaps and duplication of effort. There is a growing demand to share information electronically between individual departments so that all employees will have access to up to date, accurate and consistent data.

Working with six Northern Ireland Civil Service departments, Fujitsu were able to address issues surrounding data duplication, service delays and information gaps among the different organisations. Our solution provided a central messaging hub and data repository for the six organisations.
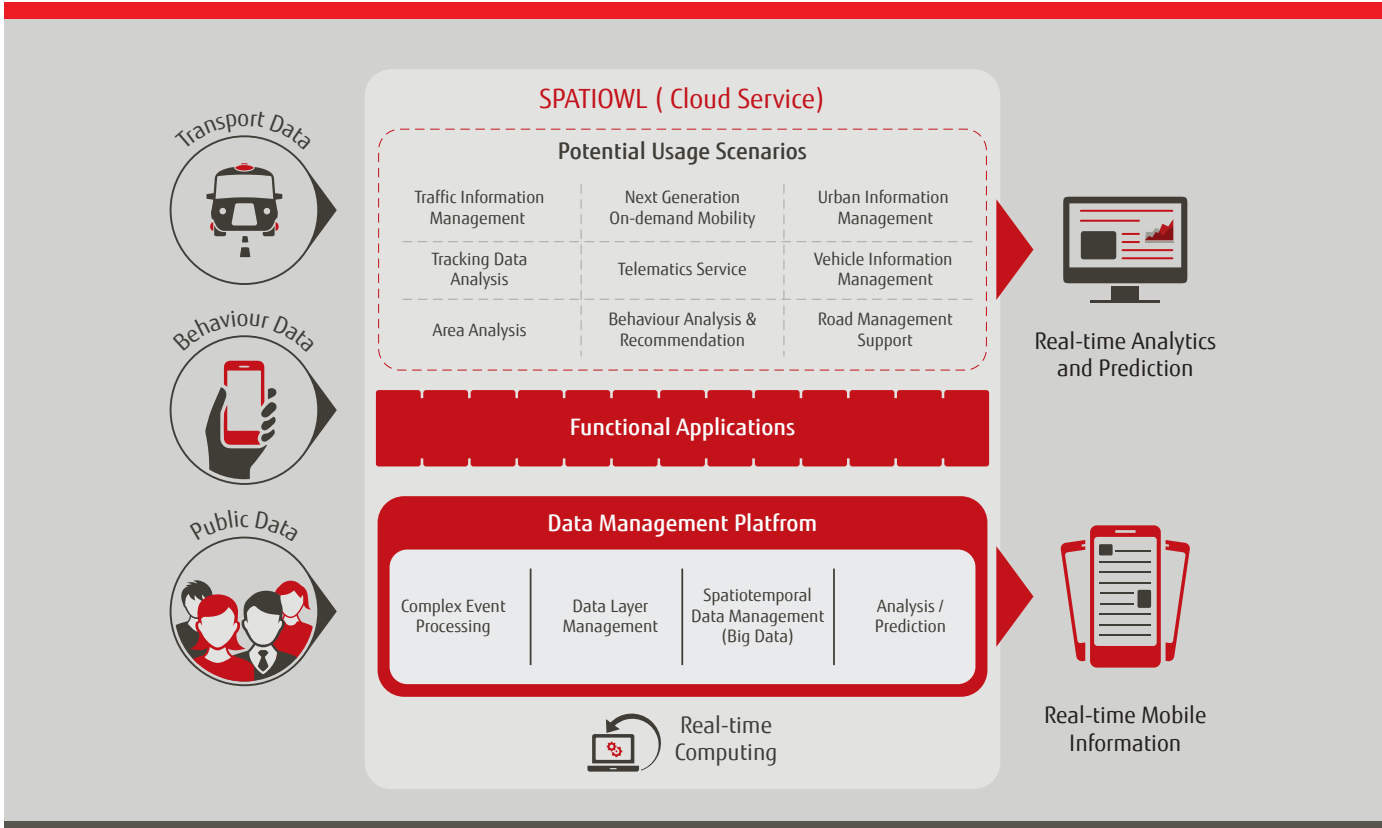
As a result, the NICS generated a cumulative benefit of £68m and return on investment of 77%, releasing resources and investment according to Fujitsu's internal analysis. They also experienced a faster and more agile service delivery.

Records can now be kept up-to-date, improving their relevance. Data is now exchanged electronically instead of on paper, which alleviates the need to re-type data multiple times, increasing productivity of staff who are now freed up from data entry and manual information sharing.

A Vision For The Future
Digital Communities

By 2050, some 66% of the world's population will be living in cities. Currently there are 28 mega cities in the world (cities with over 10m people) which is set to increase to 41 by 2030. This gradual inflow of people into our towns and cities, has the potential to have a detrimental effect on social, economic and environmental conditions if local infrastructure and services don't meet the demand.

SPATIOWL (Cloud Service)

Potential Usage Scenarios

Traffic Information Management	Next Generation On-demand Mobility	Urban Information Management
Tracking Data Analysis	Telematics Service	Vehicle Information Management
Area Analysis	Behaviour Analysis & Recommendation	Road Management Support

Transport Data

Behaviour Data

Public Data

Functional Applications

Data Management Platfrom

| Complex Event Processing | Data Layer Management | Spatiotemporal Data Management (Big Data) | Analysis / Prediction |

Real-time Computing

Real-time Analytics and Prediction

Real-time Mobile Information

Digital communities are visions of the future that are being implemented today, designed to ensure continued economic growth and vitality during a time of increasing pressure from the megatrends of the future. They can be seen as an ecosystems containing specialised integrated capabilities covering transport, energy, healthcare, water, waste – any service set that needs to be shared widely while meeting individual needs.

Digital community technology already exists. From widespread networks to big data and data analytics. A new generation of devices, connected as the Internet of Things (IoT), promises ubiquitous, low-cost intelligence in our pockets, homes and streets.

Digital communities will focus on all aspects of city life- monitoring and responding to key environmental variables in order to maximise resource usage and improve quality of life. The result is a more responsive, sustainable and liveable city allowing for businesses and citizens to thrive.

Fujitsu's SPATIOWL Cloud Service is an innovative solution for local government and transportation sectors that allows for the capture of vast amounts of location data, its aggregation from different sources and the use of analytics for generating decision-support information. The data acts as a new source of intelligence for public transport operators and urban city traffic management to allow for better city planning, an enhanced passenger experience and new business opportunities.

What differentiates SPATIOWL from most other similar services is its capability of handling real-time data from moving objects. This is only possible by using Fujitsu's sophisticated and ultra-fast computational resources, big data management software algorithms as well as its significant solution development capability.

There are currently a range of SPATIOWL applications available today including:

- ▶ Urban Traffic Management
- ▶ Advanced Telematics Service
- ▶ Traffic / People Flow Planning
- ▶ Multi-modal Transportations
- ▶ Charging Stations Management

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