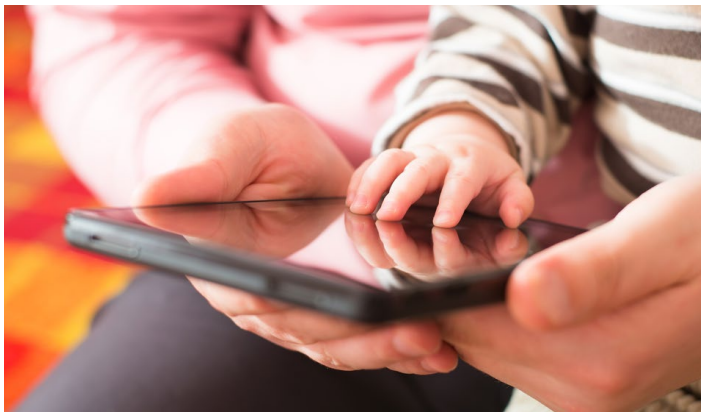


Case Study Cafcass

»The Fujitsu devices are making us more productive and less bureaucratic – notes can be submitted to the system instantly with no need to return to the office. They are also much more responsive and we can connect at high speeds using 4G SIM cards instead of having to rely on WiFi availability«

Rob Langley, Head of IT, Cafcass



The customer

The Children and Family Court Advisory and Support Service (Cafcass) was set up on 1st April 2001 to bring together the family court services previously provided by the Family Court Welfare Service, the Guardian ad Litem Service and the Children's Division of the Official Solicitor's Office. It is a non-departmental public body that works within the strategic objectives agreed by the Ministry of Justice department and contributes to wider government objectives relating to children.

Every year Cafcass helps over 140,000 children and young people who are going through care or adoption proceedings, or whose parents have separated and are unable to agree about future arrangements for their children. The organisation is the voice of children in the family courts and helps to ensure that children's welfare is put first during proceedings.

The challenge

Fujitsu has been providing cross-departmental shared services to the UK government under its Flex contract for almost a decade. Flex is unique in the public sector in that it is the only functional government approved Restricted and Confidential shared service framework. This solution gives all public sector organisations access to leading IT infrastructure and services at a significantly reduced cost.

Cafcass is one of the departments using the Flex service, alongside the Cabinet Office, HM Treasury and the Charities Commission. However, the one size fits all approach was not quite right to serve the needs of Cafcass. It has many employees working in the field – at court, in schools and at homes across the country so there was a requirement to add a level of mobility to the solution without compromising the in-built Flex security.

"We had been using laptops for a long time but they were bulky, unreliable and reaching end of life. They also lacked the capacity to support embedded SIM cards," explains Rob Langley, Head of IT, Cafcass. "As Fujitsu was our existing supplier under the Flex programme, we reviewed their offering for more flexible, robust and versatile mobile devices."

One key criterion was the ability to connect to 4G data networks, along with an accurate way of recording handwritten notes. For the social workers at Cafcass, a typical day might involve any number of stops beyond the office from local authority offices to young persons' homes to the law courts. That means taking notes on the fly is essential and being able to access central data records supports flexible working arrangements.

The customer

Country: United Kingdom
Industry: Public Sector
Founded: 2001
Employees: 1,700+
Website: www.cafcass.gov.uk



The challenge

Cafcass' existing laptops were bulky, unresponsive and unpopular with users. It wanted to find a truly mobile solution that would increase productivity.

The solution

It turned to existing Flex partner Fujitsu for advice. The company then rolled out over 1,800 preconfigured Fujitsu Ultrabook U772 and Fujitsu STYLISTIC Q702 devices within three months.

The benefit

- Users can work effectively from anywhere
- 4G connectivity means central records and data can be securely accessed
- Stylus input encourages users to take notes directly on the screen; which can be instantly uploaded
- Fujitsu devices are helping social workers engage with children as they respond more intuitively to touchscreens rather than paper
- Widespread videoconferencing using the devices, reduces the need for costly and time-consuming travel

The solution

Fujitsu recommended deploying its Ultrabook U772, which offers a combination of an outstanding small form factor with a 35.6 cm (14-inch) frameless display weighing only 1.4 kg. Its extended battery runtime, high responsiveness, security features and embedded 4G/LTE or 3G/UMTS offer Cafcass the mobility it needs on the move.

Cafcass also selected the Fujitsu STYLISTIC Q702, which is a convertible tablet device with an attachable keyboard option. The 29.5 cm (11.6-inch) display incorporates stylus and finger input as well as embedded 4G/LTE connectivity.

“Over the course of three months, we rolled out over 1,800 Fujitsu devices to employees around the country,” says Langley. “This means our staff can access resources on the road and outside the office while using the devices to record handwritten notes in real-time.”

The devices come pre-configured by Fujitsu so it is a simple task to connect users to the system and to the case management system, which was also developed by Fujitsu based on Microsoft SharePoint. Fujitsu also helped ensure the roll out was aligned with the in-house training programme.

“Our staff could use their devices straight out of the box and have them connected to the back office instantly. That’s because Fujitsu handled the back-end integration,” adds Langley. “The company didn’t simply provide us with the kit; it took care of all the moving parts behind the scenes to ensure the deployment was a success.”

The benefit

The chief benefit is the newly minted ability to work effectively on the go. Records can be made directly to electronic case files at court, reducing duplication of work. The devices are also helping the social workers engage with children as they may respond more intuitively to touchscreens rather than paper.

Products and services

- FUJITSU Ultrabook U772
- FUJITSU STYLISTIC Q702

“It is making us more productive and less bureaucratic – notes can be submitted to the system instantly with no need to return to the office to write them up. The devices are also much more responsive – the old laptops would take up to ten minutes to boot up whereas these switch on within two minutes,” continues Langley. “We can also connect at high speeds using 4G SIM cards instead of having to rely on WiFi availability. That’s one less thing to worry about when we are out of the office.”

Cafcass is also using the devices to introduce more widespread video conferencing, which is reducing the need for costly travel and, if using the train is necessary, the 4G connectivity ensures it will be a productive journey.

“I have managed to avoid a six hour round trip simply by joining the meeting from home. It is especially useful in more remote parts of the country. Cumbria, for example, covers an enormous geographical area so anything we can do to cut down on travel helps our staff,” comments Langley. “We have also been impressed by the extended battery life, which can provide a full day’s work on a single charge.”

Conclusion

Cafcass now has the ability to access the right information at the right time using a robust, flexible and lightweight device. Its staff are more productive and travel time and costs have been slashed. And because users can input directly into the device using a stylus, it has encouraged much more widespread adoption throughout the organisation.

“With the Fujitsu tablets, we can focus on the task in hand rather than worry about running back to the office to file notes. It gives us the flexibility we need to become a more effective organisation so we can focus on our core work with children in the family courts.”

Rob Langley, Head of IT, Cafcass

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