

Helping  
you make  
a difference



Transforming public sector services  
through the power of digital

shaping tomorrow with you

**FUJITSU**







We have forty years of experience in providing services to the public sector

As a global IT company, Fujitsu has been working with government in the UK for over forty years. We provide many of the UK's critical national systems for law enforcement and criminal justice, from protecting our borders and government against cyber-attacks, to detecting fraud and error and enabling the payment of pensions and benefits to millions.

**We understand the implications of the challenges you face<sup>1</sup>: a growing and ageing population, national and urban migration, energy use, data security, and continuous efficiency savings among others, are all competing priorities. We also understand that your IT needs are changing too.**

Contracts are being disaggregated, supply chains fragmented, procurement cycles are getting shorter, politicians and tax payers are demanding greater value for money, while government employees at all levels are increasingly working more remotely or flexibly.

Underlying all of this as a consistent theme is the need to balance existing technology with digital innovation. Departments, agencies and authorities need to find the right balance between adopting and exploiting emerging digital solutions, while also modernising the established systems that they rely on today.

Fujitsu's vision is to help create a society where people are empowered by technology – to innovate, lead enriched lives, and create new business and social value. It is our job to help you make this happen and that's why, with our heritage, we want to enable government to embrace digital opportunities.

We want you to be confident that your underlying IT infrastructures will continue to securely deliver the essential services society relies on and, most importantly, to use digital to make a difference to people's lives.

<sup>1</sup>Fujitsu Global Megatrends <http://www.fujitsu.com/uk/innovation/megatrends/>

# Walking the digital tightrope

The UK is a digital-first nation. The average adult now spends more time using technology than sleeping. And they expect to use that same technology when we access public services.

Fujitsu's Digital Tightrope study<sup>1</sup> found that this is one of the main reasons why government is digitalising. It also found that government sees digital processes as a way to save time, money and resources. For 52% of departments, agencies or authorities, being more efficient is their digital priority.

There is clearly a desire to digitalise. But our research shows that public agencies struggle with the transition: 58% admit their digital projects are a gamble and almost a quarter admit they are not confident that they have adopted the right approach to digital.

A major problem is a lack of skills. Over half of organisations (51%) state that they do not have the right skills to successfully deliver digital projects. Over a third (36%) say there is no clear digital strategy mapped out within their organisation and 20% admit that their organisation does not share a common view on digital priorities.

Many departments already have the foundation for digital innovation and rather than an overhaul of their IT, they need to know how to fine-tune their existing systems.

## Fujitsu research: Walking the digital tightrope

We surveyed more than 600 European CEOs and senior IT decision-makers on digitalisation.

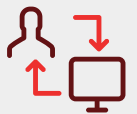
**52%** of public sector organisations say operational efficiency is their main priority for digitalisation.



But **58%** admit digital projects are a gamble, and



**51%** of public sector organisations do not have the right skills to deliver digital projects.



And surprisingly **36%** of respondents have no clear digital strategy within their organisation.



We keep 1.2m properties in flood risk areas in the picture

<sup>1</sup><http://www.fujitsu.com/global/about/resources/publications/digital-tightrope>



# Making digital work for you



We support the payment of £170bn in benefits and pensions

Faced with this balancing act, departments and authorities need solutions that are carefully matched to their aims and objectives.

**A consistent theme across all of the diverse customers Fujitsu serves, public and private sectors alike, is the need to balance existing technology with digital innovation.**

We collaborate with them to adopt and exploit emerging digital-based business models and solutions, while modernising the established systems that they rely upon today.

All public sector organisations need to find the right balance between these two needs; the balance that ensures digital transformation can be achieved from a position of strength.

Fujitsu can enable you to innovate and rapidly embrace digital opportunities, confident that your underlying IT infrastructures will continue to deliver the essential services citizens rely on.

**So how do you introduce new digital capabilities, transform an organisation and its processes whilst at the same time also bringing people with you along the journey and making sure that you get the buy-in to the change that you're trying to deliver?**

Departments, agencies and authorities should recognise the importance of culture, resilience and trust. They must nurture the culture to support the new ways of working, while keeping the existing business running. Digital is more about people and change than it is about technology.

Organisations must also build resilience to cope with increasing security risks and complexity. And they must build and secure trust which is forged through having a shared vision.

# Enabling digital for government

**We have detected over  
£400m fraud and error  
in tax credit claims**

Digital means different things to different organisations and people. We work closely with you to deliver digital innovation in the right way, and at the right pace.

**Digital transformation is not easy. There are many challenges to overcome in a digital transformation, in particular, there are four major challenges:**

The first is Leadership & Talent. 43% of C-suite executives named finding talent as the most significant challenge when digitalizing business. Building digital capabilities requires unique skills. It requires understanding not just of emerging technologies but also of business and customer needs. It requires a different way of thinking.

The second is Security. In 2015, 66% of CEOs named cyber security as the biggest challenge to their companies. In a hyperconnected world physical assets are also facing cyber security risks, in addition to IT infrastructure and information.

The third is Complexity. New technologies emerge faster than people can respond. Today organisations have to see change as a normal part of business. A failure to deal with complexity will make it difficult for an organisation to benefit from digital.

The last is Adoption. Changes brought by new technology are sometimes too drastic for people to accept, which becomes a challenge for digital transformation. Convenience alone does not lead to adoption. It can take a long time to modify people's behaviour.

## » Helping you make a difference

### Preventing fraud and error

Every year in the UK, fraud and error costs public services an estimated £31bn, the equivalent of £500 for every person in Britain. But with the right tool, you can use the data people submit to detect mistakes or fraud. You can then stop incorrect payments and wasted effort. You save time, resources and money.

Fujitsu has developed a unique assessment tool that uses data analytics to assess the risk of error or fraud. It's easy to deploy because there's no need for complex integration. And it's possible to run a proof-of-value test through government frameworks.

Both central government and local councils have or are using the solution. For example, following proof-of-value exercises, the tool has been used to assess applications for services such as housing benefits.

**Fujitsu's smart fraud and error detection has:**

- **Saved Her Majesty's Revenue and Customs (HMRC) over £400m (the equivalent of £100m per year).**
- **Saved a local council £500,000, by highlighting high risk applications at a success rate of 57%.**
- **Helped another local council identify housing tenancy fraud.**

Prevention is better than a cure. We can help you make use of the data at your disposal, and create more efficient processes.

**Every year in the UK, fraud and error costs  
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**£31bn,**

**the equivalent of £500 for every person in Britain.**

[Tackling Fraud and Error in Government.](#)

# Getting the best from the cloud and hybrid IT

Now is the time to use cloud as the platform of choice for government services.

**Irrespective of how far you have progressed on your digital journey, MetaArc is Fujitsu's suite of capabilities that can enable government to digitise with confidence. MetaArc includes Fujitsu's K5 cloud offering and a range of digital services based around areas such as mobility, big data/data analytics, artificial intelligence and the Internet of Things. It also includes a set of multi-cloud management capabilities which allow traditional IT to be managed alongside cloud solutions from Fujitsu as well as other market leading vendors.**

Fujitsu's K5 is the most open, compatible and agile cloud platform on the market today. Hosted in two Tier III, List X data centres in the UK, K5 is based on OpenStack and supports the migration of existing workloads such as Oracle and SAP as well as services which run on VMware.

K5 is unique in that it offers 100% compatibility between public and private cloud allowing customers to decide where they want services to run from a security and performance perspective, and if this view changes over time they can move between K5 'modes of deployment' - shortening development timescales, reducing costs and encouraging agile development practices.

K5 includes the CloudFoundry native cloud development toolsets which have been recommended by the Government Digital Service (GDS) as well as Apigee a market leading API management toolset that can enable information to be shared across Government to maximise the investment in existing legacy platforms.

## » Helping you make a difference

### Keeping HS2 on-track for a faster move to the cloud

Funded and owned by the UK government, High Speed Two (HS2) Limited is building the UK's new multi-billion-pound high speed rail network. Like many other government organisations HS2 wanted to take advantage of the benefits offered from cloud computing, procuring a mixture of different cloud components from a range of suppliers, including infrastructure, platform or software as a service, private or secure cloud and others.

Implementing an agile approach like this poses a number of challenges. HS2 asked Fujitsu to integrate and aggregate a number of disparate services from different suppliers, manage the overall service to meet end user expectations as well as meet a range of legislative and industry standards. The services also needed to be flexible subject to changing and future requirements on HS2 as a business.

#### Responsibilities also included:

- Managing suppliers and their catalogue of services as well as introducing new services.
- Defining roles and responsibilities for all parties and the strategy for supporting toolsets.
- Identifying and managing key service risks and attributes - performance, availability, capacity.
- Providing governance to ensure security obligations across multiple providers to protect the business.
- Ensuring supplier contracts are in place and reported against.
- Managing, measuring and reporting end to end service performance and improvement.



We protect UK borders by enabling entry checks



# Laying a solid ICT foundation Infrastructure

In the digital age, infrastructure underpins the functions of the entire public sector. Irrespective whether you own it or if its provided as-a-service, your servers, storage, networking and data centres are fundamental to the business of government and ICT processes. A solid ICT foundation is essential to allow your services to function resiliently and reliably.

Fujitsu offers a full range of highly reliable computing and networking products to deliver your digital infrastructure. From laptops and tablet PCs, to x-86 industry-standard servers, SPARC servers with up to 64 processors as well as BS2000 mainframes and a range of storage solutions, Fujitsu can enable you with the highest levels of reliability, availability, and serviceability for your mission critical workloads.

» Helping you make a difference

## Supporting law enforcement – 24 hours a day

Fujitsu has been providing IT to support critical police infrastructure across the UK, as well as the criminal justice system and borders, for over twenty years by providing and managing the Police National Computer (PNC). The PNC is available 24x7 and is part of the UK's Critical National Infrastructure. It's a very resilient system with high levels of availability.

The PNC holds the details of about 55.1m driving licence holders and details of circa 54.7m vehicles. All enquiries and updates can be logged reliably, facilitating police investigations and auditing.

The police, justice and borders communities rely on the system's accurate, near instantaneous provision of identity information to make life-and-death decisions.

Fujitsu continues to work closely with PNC to deliver this critical service as well as developing new innovative services to keep pace with the changes affecting UK national security.



We enable the police with the details of 55m registered vehicles and driving licence holders



# A secure workplace – anywhere

## Flexible and mobile working for government

### What happens when you empower staff with mobile systems and devices?

**You make it easier for them to work how and when they want. You cut travel costs. You reduce the space you need. And you increase productivity. You also create an efficient, sustainable government estate that transforms the way you work. This delivers value for money, promotes the growth agenda and facilitates flexible working.**

The workplace of the future consists of ever-more connected employees enjoying increased flexibility and freedom from their mobile devices.

This can have a huge impact on the performance of your department or authority. But making a mobility strategy a reality is challenging. You need the right skills to integrate the new technologies and reduce complexity and cost.

Our human-centric approach will help you unlock the myriad benefits of workplace mobility. That means adopting the right IT infrastructure to release the potential of ever-connected employees, boost productivity, curtail costs and deliver value to citizens.

**Mobile working can reduce the £20bn spent maintaining government buildings each year\***

\* Government's Estate Strategy, June 2013

**500,000 government PCs and laptops are managed by Fujitsu**

#### » Helping you make a difference

##### Transforming fieldwork for social workers 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 and business applications.

All staff use laptops or tablets together with smartphones, 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. The 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, including 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”.

##### Results achieved by Cafcass:

- Time spent on administrative tasks cut by more than 100,000 hours.
- 100% 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 a sustained significant reduction of over one half.
- Absenteeism costs cut from £3.2m to £1.8m, saving £1.4m.

# Creating secure digital services

## Cyber security

How do you embrace digital while at the same time protect citizen data and share aggregated, actionable intelligence across departments and services.

**Protecting information from unauthorised access or loss is a critical responsibility for government but with digital services this information increasingly needs to be shared between departments, agencies, authorities and citizens themselves.**

Where once hacking was the preoccupation of schoolboys it now presents a major opportunity for organised crime syndicates, terrorist organisations and nation states. The technology behind cybercrime is industrialised and increasingly available and commoditised.

Threats continue to evolve and much of the technology used to protect what used to be centralised data repositories is ageing and unable to address the challenges of a modern mobile workforce and data on the move.

As accountability for information security is devolved there is little visibility of information risks by department or organisation. As the scale of the security challenge gets exponentially bigger, how can the public sector improve cyber security?

With several decades' experience of managing information security, Fujitsu can help you to mitigate your IT security risks effectively. We combine expertise, technology and vigilance to monitor and tackle threats.

We can take care of every stage of your security with our range of professional and managed services, as well as staff training. From our security operations centre (SOC), we can monitor your IT 24 hours a day, so you can stay compliant and give your citizens the level of security they deserve.

We call it "Secure Thinking". And it's how we keep you one step ahead.

**We identify and investigate a cyber-attack every 12 minutes**

### » Our security solutions

#### ■ Managed security services

We can manage security on your behalf. After assessing risk, defining your needs and designing a technical response, we monitor your IT – so you get round the clock protection.

#### ■ Security professional services

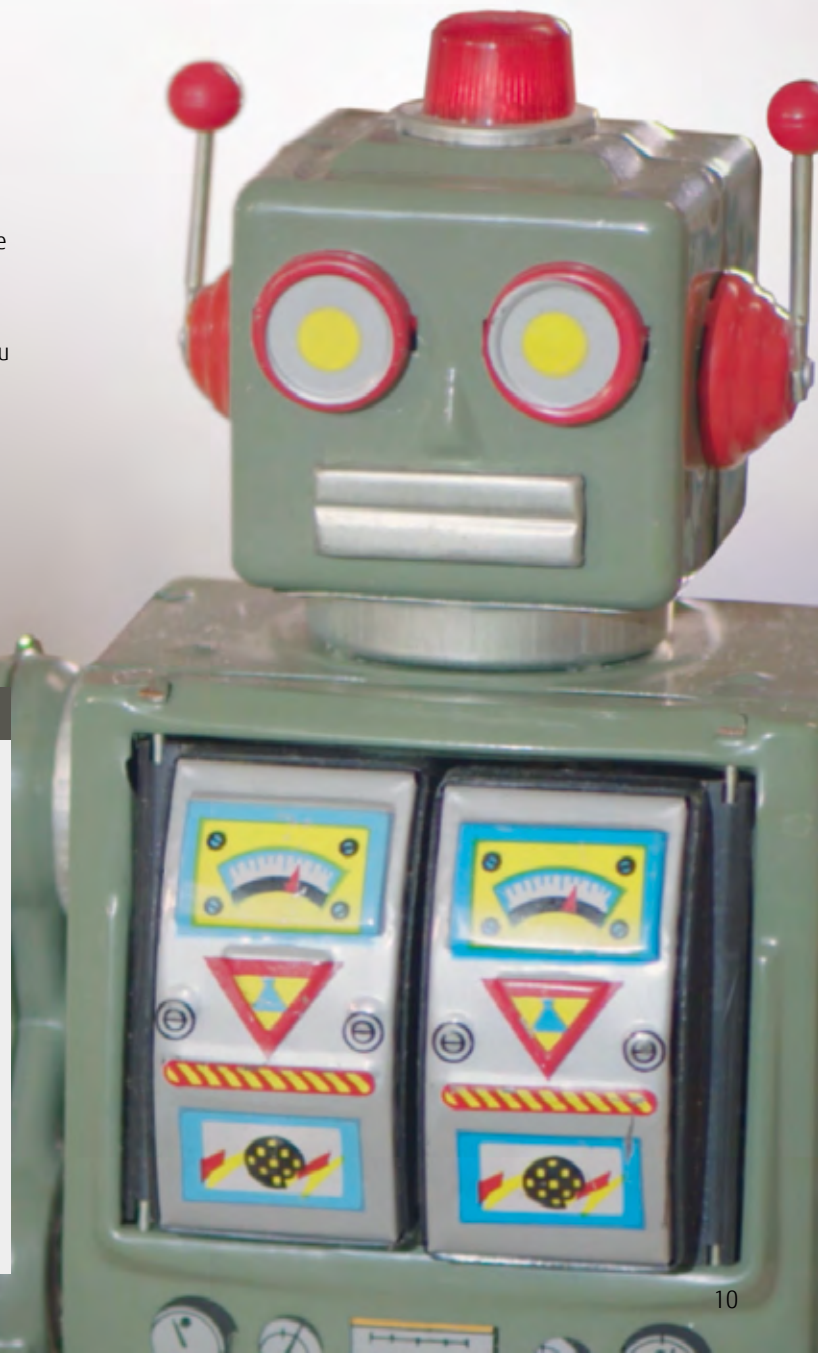
Draw on our expertise and advice. You can consult us on business continuity, identity and access management, and more.

#### ■ Identity and access management solutions

Give your people a fast, accurate way to prove their identity and access your systems. We can help you introduce two-factor authentication and biometric technology.

#### ■ End-to-end security solutions

Secure your processes, end to end, from the terminal to the data center. Our SURIENT system uses your existing infrastructure.





# Frameworks for success

We're proud to have been empowering government ICT for 40 years. Nearly all of the services we offer to help you on your journey to digital transformation are available through the Digital Marketplace, that provides access to frameworks including G-Cloud as well as Digital Outcomes and Specialists.

**These frameworks and others are designed to deliver to you the IT services you need, faster and more efficiently. This gives you greater choice, agility and peace of mind, while saving you time and money.**

To win places on these frameworks, we've taken part in a rigorous selection process – with the 'i's dotted and the 't's already crossed, they offer a perfect way to procure our services.

We've put together a guide to help you navigate these frameworks and find services that work for you. Explore how we can help you with our Navigating Frameworks Guide.<sup>1</sup>

We have a vision. We believe that human-centric ICT can help create a more intelligent society – and a better place for human beings. This means bringing together people, information and infrastructure to deliver real value from your ICT.

**That's why we're passionate about helping government to apply the right technology to the right task. It creates greater value for money.**

To make all this happen, we believe in collaboration and innovation. We consult closely with you to customise technology to your specific needs. And we call on the combined expertise and technology of our international business and ecosystem of SMEs.

Together we can help you on your journey to digital transformation, and use innovative technology to make a difference to people's lives.

<sup>1</sup><http://www.fujitsu.com/uk/solutions/industry/public-sector/government/framework-procurement/index.html>



# Start your transformation

Fujitsu is one of the top leading global IT companies offering a complete range of products, services and solutions. From looking after applications and protecting data, to managing supercomputers around the world, we're helping government and business everywhere to become more innovative and efficient. As a responsible business with a 5\* rating in Business in the Community's 2015 Corporate Responsibility Index and winner of Responsible Business of the Year 2015, we are also proud to work alongside our charity partner Macmillan Cancer Support.

We have the experience, expertise and passion to help you transform public services.

To learn more about what we can offer, get in touch. You can call us on **01235 797 711**

Ref: 3636

» Or email [askfujitsu@uk.fujitsu.com](mailto:askfujitsu@uk.fujitsu.com)

We'll be happy to talk about your needs.

## FUJITSU SERVICES LIMITED

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