

Reshaping ICT, Reshaping Communities



shaping tomorrow with you

FUJITSU

Local government is tackling unprecedented, fundamental change that affects everything from long term strategy to day-to-day service delivery. Navigating this shifting landscape is hard enough. Yet leaders must also deliver ever-improving services to citizens while facing funding reductions and structural realignments. In this context, 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. Technology can contribute to every business process, helping organisations meet their goals cost-effectively, unobtrusively and flexibly. IT can also help turn data into intelligence that yields customer insight and improves decision making. Perhaps best of all, industrialised IT 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 pay-as-you-go computing and communications through to shared services. We believe we can help you take sure steps in these uncertain times.

Sharing Services

For all Councils in the UK, reducing costs while maintaining services can mean a number of things, one strategy in particular could be the sharing of services. Local and regional efforts to cut duplicated effort and pool expertise are already producing significant benefits.



Fujitsu at work: Cambridgeshire and Northamptonshire County Councils

"With Fujitsu's help, Local Government Shared Services (LGSS) has proved that shared services in government is not just good theory, but a practical means of delivering services more cheaply. In fact, the two founding councils have jointly saved £13.5m since the establishment of LGSS four years ago, and have recently successfully expanded outside of their geographic region, to deliver services to Norwich City Council."

Dr Paul Blantern, CEO Northamptonshire County Council and Managing Director, LGSS

- Create a shared services venture to serve the major functions of two founding councils, including a finance team with more than 850 budget managers handling a total value of over £2 bn, human resource experts providing services to over 30,000 staff, a property asset management team that oversees a portfolio of more than 1,000 properties and £1.8bn of assets and a procurement team dealing with £750m contract negotiations - as well as payroll, pensions, legal and IT support
- Underlying infrastructure is owned, hosted and managed by Fujitsu, which also provides shared technological support and application development

Benefits

- **Reduced costs** - the founding councils, Cambridgeshire and Northamptonshire, have made annual budget savings of £9.47 million by the end of the second year of operation, and this is expected to increase to £18.8 million by 2015/16.
- **Enhanced decision-making** - comprehensive information is available to manage performance and resource allocation
- **Improved customer service** - 80% of citizens' requirements are dealt with on first contact and the choice and speed of accessing and paying for services has improved dramatically
- **New revenue opportunities** - through the advanced use of technology, LGSS has grown to become an £83m business providing best practice services to dozens of organisations across the public sector
- **Scalability** - the shared platform can serve up to eight local authorities. Norwich City Council and Huntingdonshire District Council joined LGSS in April and May 2012, to take advantage of IT, Finance and Revenues & Benefits services and HR & Payroll services respectively

Responding to new patterns

The needs of citizens are evolving both in type and volume. In particular, changing employment patterns mean that more people are engaging more often with authorities as their circumstances alter. This results in increasing transaction volumes - especially around complex benefits assessments - and greater pressure on customer relationship management. Enabling citizens to make greater use of new customer access channels can help here. In-person visits can be reduced and citizens can enter and verify their own data directly to your systems. They can also check the progress of their cases without requiring staff action.

Premises are a prime target for cost reduction. Authorities are seeking to consolidate functions in fewer locations, make their space more flexible and promote remote working. The impetus to reduce the authority's physical asset portfolio has a virtuous upside: it enables officers to get closer to their clients, bringing the council into the community. Mobile applications allow staff to work in citizen's homes and workplaces, while also enabling them to fit their own work schedules around their lifestyles. Letting go of buildings also prompts a new attitude to technology resources. Authorities are not in the business of running data centres - this is a service you can buy or rent from Fujitsu.

Fujitsu at work: Gravesham Borough Council

- Detect fraud cases using predictive analytics
- Reduce investigators' workload while prioritising high-risk properties

Benefits

- **Fraud reduction** - confident identification of fraud cases for action, with 45 instances of housing tenancy fraud discovered during the proof-of-concept phase alone alongside giving the authority confidence that the rest of the housing is used legitimately
- **Greater speed** - faster discovery of potential fraud cases together with their values
- **Enhanced productivity** - better use of specialist staff time
- **Reduced paperwork** - target cases are identified automatically, saving the need for laborious paper file handling



Serving an evolving population

As we live longer and have more productive lives, traditional care systems are having to morph away from centralised and short-term services to dispersed, relationship-based services. This makes for greater diversity and complexity. The roles, processes and behaviours needed to support this change are still emerging, but it's clear that technology is a vital part of the mix. Telemedicine, telehealth and telecare to treat people effectively in their own homes, easy-to-use access to information and assistance, mobile applications that officers can use to take action on the ground - these are all potential solutions rooted in mainstream technology and proven techniques.

Technology can't fix society - but it can create opportunities to improve services, join them up and allow them to scale up and down. IT can also accelerate your response to change by giving you the tools and channels you need to serve citizens.



Connecting and engaging

Government has a vision for connectivity across the UK, so that the country is competitive, inclusive and equipped for the future. As broadband is extended to every part of the UK, the digital divide will close. Every citizen will be accessible via electronic media - and be able to play a full part in the life of the nation. Local authorities have embraced social media and mobile applications (for example, for reporting graffiti and street lights not working, reporting fly tipping, booking leisure facilities or paying for parking). Such solutions will increasingly be the default means of connection with citizens for routine transactions and increasingly for more complex interactions.

Enhanced connectivity is also driving the take-up of cloud services in every sector. By using IT on an as-needed basis, local authorities can gain access to more powerful facilities than they could ever build for themselves, but at commodity rates and without commercial lock-in. Cloud is particularly useful for smoothing out peaks and troughs in demand, allowing you to ramp up capacity around a one-off event without requiring additional investment. Competition among cloud service providers is keen and Fujitsu is committed to maintaining its lead - in the capabilities we offer, the prices we charge and the quality, reliability and security we insist on.

PSN Connectivity

Fujitsu is on a number of key Government Frameworks.

We are a supplier to the £2bn PSN Connectivity framework, which is set to run for an initial twenty-four-month term and expected to deliver an estimated £600m worth of savings to government over the next four years by removing duplicate network connections, simplifying procurement processes, enabling the uptake of mobile working and encouraging the use of shared services.

At the local and regional levels, Public Sector Networks (PSNs) are giving organisations the connectivity they need to work together effectively, save money and streamline their processes. A county-wide PSN can give local authority teams, police, emergency services and health organisations access to fast, shared data and applications. PSNs create economies of scale for their users while promoting collaboration.

Fujitsu at work:

Department of Justice, Northern Ireland

"Causeway is now fundamental to the continuing modernisation and reform of the criminal justice system in Northern Ireland."

Carol Moore, Director, Justice Policy,
Department of Justice, Northern Ireland

Benefits

- **Savings** - cumulative benefit of £68m and Return on Investment of 77%, releasing resources and investment
- **Faster sentencing** - witnesses, victims and defendants can complete the trial process more quickly
- **More accurate records** - records can be kept up-to-date, improving their relevance
- **Once and done** - data is exchanged electronically without the need for the data to be re-keyed multiple times increasing productivity as staff are freed up from data entry and manual information sharing
- **End to end** - providing the foundation to quickly deliver future developments In the Criminal Justice System

Ask more of your IT

We believe decision makers in local authorities can make even smarter use of IT by demanding technology that directly supports their key concerns. Every IT decision you make should make a clear and measurable difference to one or more of these goals:

■ Improving access and inclusion

- new channels
- new ways of engaging with citizens
- enhanced collaboration with other agencies
- better dissemination of information

■ Greater efficiency

- streamlined processes
- adaptability across every service
- faster turnaround

■ Better customer insight

- improved understanding of evolving needs and behaviours
- informed development and targeting of services
- faster responses to changing needs

Buying into green IT

Taking advantage of IT-as-a-service, cloud offerings and shared services is a powerful way to advance your sustainability agenda.

Fujitsu's data centres are amongst the greenest in the world, being designed for low power in both equipment and environment. Remote working and collaborative technologies drive down travel and reduce the need for permanent office space. You can also promote reduced use of equipment by enabling your staff members' own devices, such as laptops, tablets and smartphones, with the facilities they need to do their job.



Green IT



About Fujitsu

- Fujitsu's Japanese heritage means we focus on service, continuous improvement and working collaboratively with clients to achieve their ambitions - it's our commitment to shaping tomorrow with you
- We are the world's third largest IT company, with more than 170,000 people in over 70 countries and 11,400 people in the UK and Ireland
- We have worked with a variety of local authorities including Highland Council, Newcastle City Council, Newport City Council, Cornwall Council, Cambridgeshire County Council & Northamptonshire County Council, Bolton Council and Reading Borough Council
- We provide enabling technology and services to HMRC, MoD, Cabinet Office, DVLA, Home Office and the Ministry of Justice - among many other UK and Ireland clients
- We provide the infrastructure for 70% of the UK's broadband network
- We are a leading global provider of enterprise-scale cloud services and deliver more SaaS implementations than any other IT company
- Fujitsu spends over \$2.6 billion in R&D and innovation - on products, services, environments and processes

Ask Fujitsu

We work with all kinds of organisations in every sector and we have broad and deep experience in the public sector. In many cases, we have adapted proven solutions from the commercial sector for public sector use significantly saving on discovery, development and testing costs.

We see ourselves as partners committed, trustworthy and responsive. Your success is our livelihood.

We understand the pressures you face and your determination to deal with the challenges. We want to help. To discuss what Fujitsu can do to make your organisation more efficient, agile and ready for whatever the future brings, contact us on:

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