



Centre of Excellence South West

IBM Consortium Presentation
9th June 2006



About Us



ATKINS

serco

bringing service to life

- Deliver some of the biggest government transformation projects in the UK
- Currently manage around 4000 staff delivering local authority services
- Have the biggest IT R&D organisation globally & are 4th largest property consultancy in the world
- Have one of the biggest banks in the world and will deliver investment
- Have our own economic development team

Customer
Service
Delivery

Resource
Service
Delivery

ICT
Infrastructure
and Services

Change
Programme
Services

Investment

- Somerset Highways & Traffic Mgt
- SW Single Assessment Services
- Clarks
- MOD
- Bristol Water
- Environment Agency

A Partnership built specifically for ISiS and the South West

Consortium Experience

Customer Access

Land Registry

Environment Agency

SOCIAL SECURITY AGENCY

Vehicle Licensing Online

Ajuntament de Barcelona

Coventry City Council

PLANNING PORTAL The complete online planning resource

Sustainability

DVLA

City of Westminster

Victoria The Place To Be

Vägverket Stockholm
Congestion Charging

Efficiency

DVLA

Victoria

East Sussex County Council

SURREY COUNTY COUNCIL

bradford

Greenwich Council

HER MAJESTY'S COURTS SERVICE hmcs

Centre of Excellence South West

Partnership

Portsmouth Hospitals NHS Trust
Children's Services

dorsetforyou.com

CHESHIRE COUNTY COUNCIL

Single Assessment Process

Investment

IBM IGF

bradford

Essex County Council

KidSmart

Starting with the ISiS Vision...

Excellent Services to all
customers across the
county

Effective engagement
with local communities

Efficient service delivery
using modern
technology

'Joined-Up' services

Sustainable high quality
jobs and economic
development

Modern Progressive
Councils, led and
supported by excellent
people

IBM / Serco / Atkins share this vision and have the capability to deliver transformation
and service operation in partnership with you

Imagine what we could do together.....

The real potential of new technologies and transformation capability to enable us to:

- join up services across your area
- personalise our services to individual customer needs
- think outside of the box and focus on outcomes rather than manage processes
- liberating staff and service users from the constraints of location and time
- Improve service delivery by more effective use of information and knowledge



Customer Benefits

Integrated

- Through better inter- Council and departmental working
 - **Tracking of work across traditional boundaries.**
- Through enhanced IT
 - **Shared IT platform**
 - **Better back office integration**

Accessible

- Through new channels
 - **CRM self service portal. Greater range of services available through Contact Centre, F2F, Digital TV, Kiosk channels.**
- Through extending service hours
 - **Greater scope of internet services available 24/7.**

Accountable

- Through clear process management
 - **Automated notifications and documentation.**
- Through improved recording
 - **Greater recording of customer interactions.**
- Through more integrated case management.

Accurate

- Through better sharing of data
 - **Integrated customer data base**
 - **Single source of accurate and up-to-date data across HR, Payroll, Finance & Procurement.**

Staff Benefits

Job Satisfaction

- **Through training and role diversification**
 - More enriched jobs for staff as less mundane transactional tasks. More Time for value added work.
- **Through Flexible Working / better supported mobile working**
- **Through better opportunities**
 - Skills developed for the new software and processes are highly desirable for prospective employers.

Less Manual Input

- **Through less duplication**
 - ▶ CRM Integration between front and back office/ Back office data only needs to be entered once instead of on numerous systems.
- **Through pre-populated fields**
 - ▶ Updates via the internet.

Reliable Systems

- **Through a new IT infrastructure**
 - ▶ Less downtime, and quicker resolution times.
 - ▶ Quicker, more efficient and reliable hardware.

Through improved work processes

- ▶ Streamlined processes in HR, Payroll, Finance & Procurement which will lead to more effective ways of working.
- ▶ More self service for staff and managers

Automated processes

- **Through built in calculations**
 - ▶ Accurate benefit calculations.
 - ▶ Document generation.
- **Through improved reporting**
 - ▶ New software to have dedicated reporting tools built in.

Elected Member Benefits

Best Value

- Through greater affordability
 - **Efficiency gains through less duplication, and higher automation.**
- Through better services
 - **Better choices for customers to access services.**

Dynamic

- Through flexible IT systems
 - **Software modular, with capacity to expand.**
- Through new ways of working
 - **Services combining to become more dynamic.**
 - **More IT supported processes eg content management**
 - **Wider range of online member services**

Better reporting

- Through enhanced software tools
 - **Software enhanced with easy to use reporting facilities.**
- Through better data capturing
 - **Data across the enterprise can now be captured.**
 - **Better recording abilities.**

Happier Constituents

- Through transforming services
 - **Increase in resolution at 1st point of contact**
- Through Supporting Communities
 - **New services increase accessibility to minority and disadvantaged groups.**

IBM Consortium Partnership

- Based on establishing a new JV company
- Employment Model based on secondment – we have wide experience of operating other models and can offer these
- Joint governance arrangements with key partners
- Consortium will deliver investment, skilled people, technology
- Focus on maximizing value for all clients of the JV – transformation or operations
- There are many ways the JV can grow:
 - use of existing capacity,
 - expand existing operational bases
 - set up new bases
 - form a group structure to provide local autonomy within a group but sharing benefits of economies of scale

There is no one size fits all – we will develop proposals when it is clear what the wider interest in the Partnership is.

Why enter the Partnership ?

- Timely access to world class resources and investment.
- Access to a new operational infrastructure to best meet your needs (service and financial).
- Ability to more effectively “join up” services where it is appropriate to do so.
- Access to knowledge and solutions to help deliver Best Value in your area.
- An ability to respond to the Government’s “shared services agenda”.
- Maintain focus on services to the citizen as back office services become more standardized and better supported.

How we do this will be dependent on your local objectives and needs

What do you want from the Partnership ?

Discussion