Capita

Increasing efficiency through modern citizen services

How local government can extract real value from the cloud in a time of unprecedented spending cuts

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Introduction

Digital transformation goes way beyond cloud migration. But you need to have a firm foot in the cloud if you want to make the most of new, innovative ways of connecting people and places that are transforming the world around us.

The good news though, for local government organisations (LGOs) aiming to reach more citizens with effective digital services, is that you can get there one step at a time, focusing on the projects that really matter.

In this short ebook, we'll show you how LGOs can harness the power of innovation in the cloud to deliver groundbreaking citizen solutions while addressing the challenges of diminishing budgets. Learn how to digitise at the right time and right pace, and optimise to enable cost-effective digital services, by taking an iterative and manageable approach.

Think beyond cloud – to transformation

The point of cloud migration is not to get to the cloud. It's to unlock the benefits of the innovation-rich platforms and services that cloud makes available: democratising access for all citizens, lowering costs and improving service delivery – all while maintaining governance and security.

Public cloud services have turned out to be essential for powering innovation among the world's leading enterprises[1]. And while LGOs may have got off to a slower start, a recent cross-government research group[2] has discovered that the same is true for public organisations. 2020 will mark the start of a new drive to improve efficiencies, streamline processes and deliver quality services that engage citizens and make a difference.

Many LGOs are already embracing the benefits of RPA, AI, machine learning and more to rationalise front office processes and deliver a range of digital citizen services – from smart bins to intelligent parking.

These platforms offer the insight and smart tools LGOs need to improve the way traffic flows, or transform retail performance on the high street.

What can RPA do for your LGO?

By automating simple tasks, you can free up your staff to engage in more complex, creative or strategic tasks, where they're able to add greater value. In this way RPA is helping countless organisations transform the way they use their most valuable resources, saving time and cost, improving compliance and minimising error.

Learn more about how RPA can help "take the robot out of the human".

[1] Predicts 2019: Increasing Reliance on Cloud Computing Transforms IT and Business Practices, published by Gartner
[2] https://technology.blog.gov.uk/2019/08/30/finding-out-what-government-organisations-need-to-consider-when-using-cloud

Every migration is unique – and so are the challenges

Getting started on your transformation journey can feel daunting. But the road is best travelled at a slow, steady pace. The good news is, to embrace these new applications, you won't need a wholesale migration of your current IT infrastructure. You can dip your toe in the water, progressing one project at a time, and work out how best to benefit from these new innovations before you commit further.

Most councils already have some kind of cloud presence[3]. The question is, are they taking full advantage of the benefits – to transform the way their internal processes are run, to establish real cost-efficiencies across the board, and to deliver digital services that solve citizen challenges?
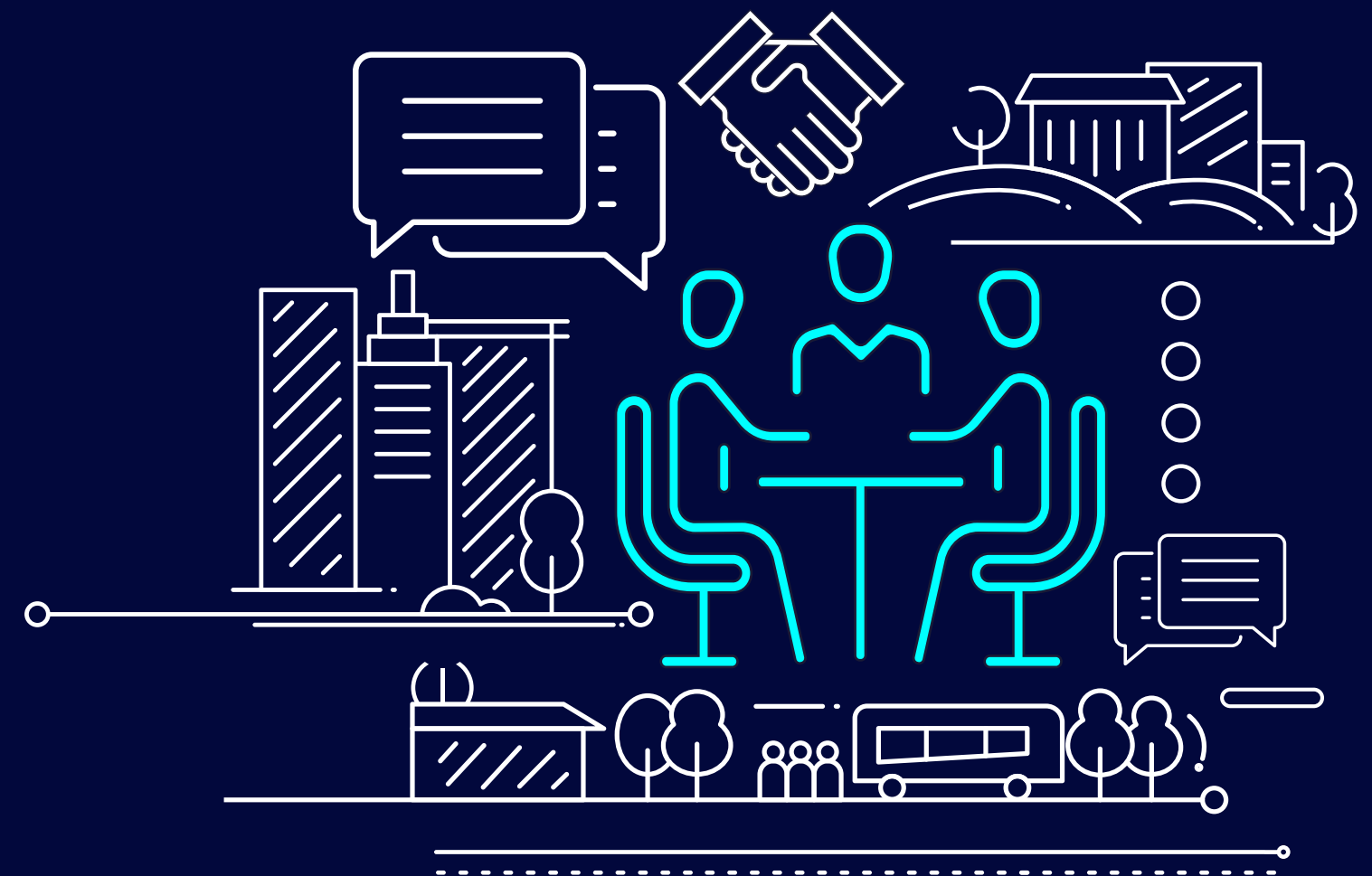
Our approach is to help you on your journey to smart digital enablement, starting from wherever you are now. We'll help you identify the transformation projects that will deliver the biggest return in terms of citizen experience, productivity and efficiency.

[3] Source: Local Government Cloud Adoption report: https://www.govtechleaders.com/2018/03/23/uk-councils-opt-for-hybrid-cloud-report-finds

Cloud First doesn't have to mean Cloud Only

Your heritage IT will continue to play an important role in your future IT model – long after you make your first move to cloud.

But hybrid IT introduces its own complexities, both in terms of integrating and migrating workloads. That's where working with a partner like Capita can help. We'll support you in a deeper understanding of your unique cloud migration and digitisation needs – so you can manage the process in a smarter, simpler way.

Start your journey today.
From wherever you are right now

While some cloud service partners just focus on getting their clients to cloud, we help you understand – and solve – core organisational problems using the power of digital.

Working in close partnership with you, we'll start wherever you are today, helping you define your goals, the road ahead and your next steps. Capita has developed a uniquely fluid, seamless framework for unlocking the Cloud's true potential. **We call it the Cloud Continuum**.
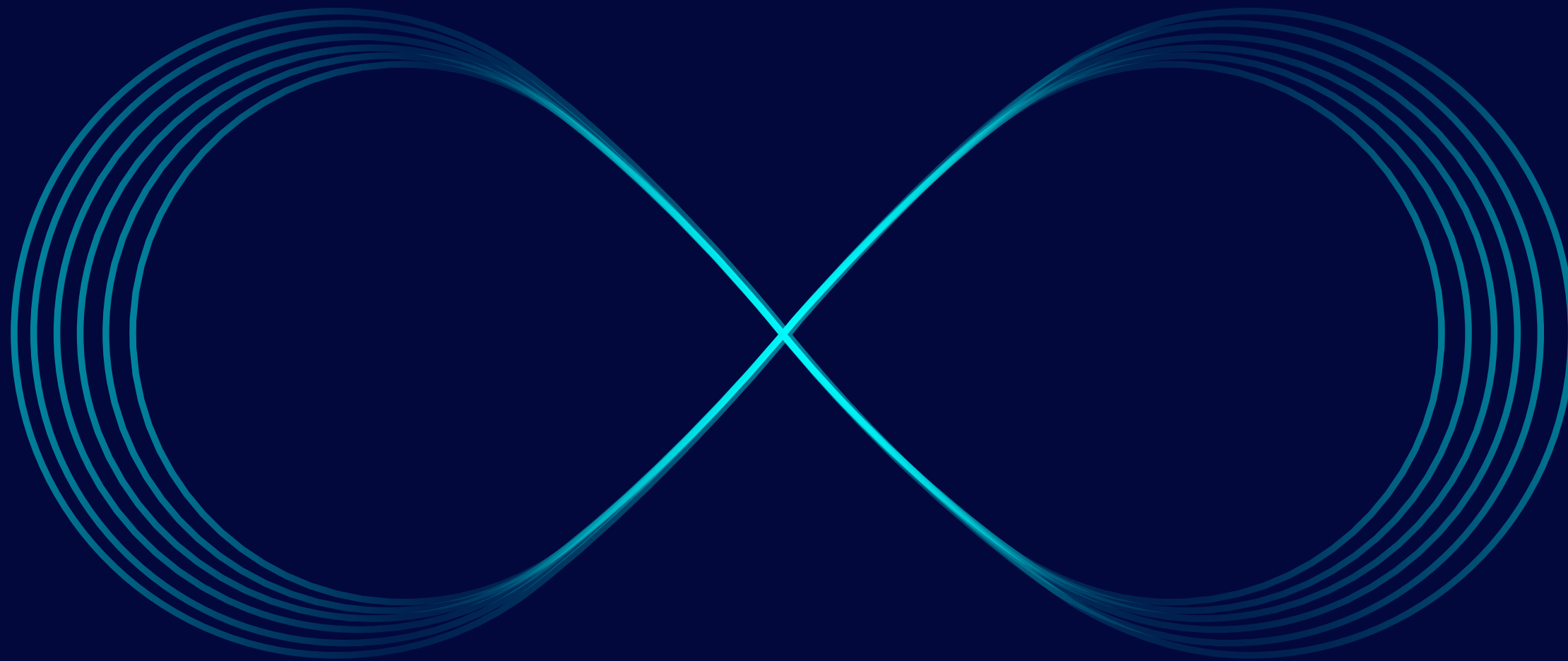
From assessment and migration through to application modernisation and continuous cloud optimisation, it's the perfect mechanism for modernising and optimising your IT estate and transforming it into a source of innovation – all while minimising business risk.

Want to make headway in the cloud? Here's what you need:

- A clear vision of what you want to achieve.

- The ability to come together as a cross-departmental team to agree what services and platforms are the real game-changers, and create a roadmap.

- Access to the right digital skillsets based on AI, RPA and more – and to fully integrate and manage your unique combination of heritage and cloud infrastructures.

- A framework for innovation.

- Watertight governance.

Transforming citizen outcomes through cloud innovation

Hover over the illustrations to discover more

Your digital
partner and guide

Capita is the force behind major infrastructure projects driving progress across the UK through our unique combination of insight and cutting edge technologies. We're powering critical services for NATS air traffic control with 100% uptime.

We keep millions of passengers moving across London every day of the week with TfL Oyster. We've delivered million pound recruitment drives with MOD. And so much more.

We'll offer you the experience, certification, industry partnerships, and regulatory insight you need to guide you through your digital journey. And most importantly, we have the right skillsets and people to get the job done.

With our expert, collaborative approach and smart workarounds, we can support you to achieve your transformation goals – whether that's taking your next step towards smart citizen services – or planning, building and managing a complete digital ecosystem.

10+
Years in partnership with Microsoft & AWS

40+
Highly skilled automation specialists on the Capita team

70+
Capita experts with Microsoft & VMware-certification

240+
Industry certifications

3500
Organisations with Capita critical infrastructure services

Wherever you are on your transformation journey, take your next step with Capita.

Discover 5 key qualities you'll need to make your digital journey a success.