



EMEA Public Sector

Global Forum:

**How converging Technologies Transform
Government**

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ORACLE



The Government Climate

- Governments increasingly looking at ways to deliver public sector services more efficiently
- Fiscal settlements getting tighter each year
- Voters perceive public services are getting worse
- Ageing populations across EMEA



**Cut front-line
service
provision?**

OR



**Improve productivity in
support services like
Finance and HR to save
money to redeploy to
front-line services?**

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Better services

- Citizen centric services
- Designed around user – not organisation
- 24 x 7
- Multi-channel
- Rationalisation of websites
- Reducing avoidable or duplicated contacts
- Joined-up government



Driving out cost

- Procurement
- Back office efficiency
- Shared services
- Flexible working