

EMEA Public Sector

Global Forum:

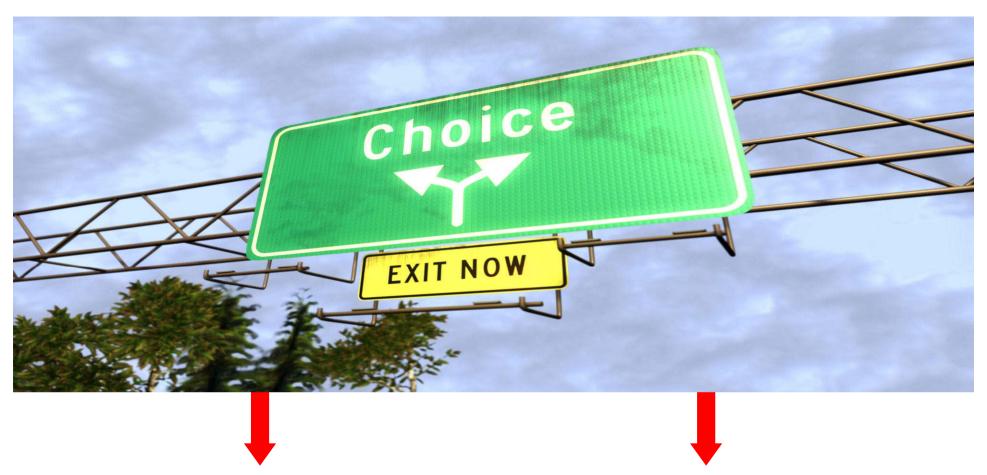
How converging Technologies Transform Government

Andy Smith Senior Director for Public

Services

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?

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