



Delivering technology-driven effectiveness and efficiency

All UK police forces are currently facing an unenviable challenge; trying to improve service delivery and public confidence at a time when the threat of terrorism remains high, public scrutiny is at its most intense and a deep recession has led to the inevitable focus on costs. Never before has value for money been so important.

Lurking alongside the economic challenge is another – raise public confidence in the police to 60 per cent by 2012. Many forces are well on the way to meeting this, but concerns are emerging that budget constraints will at best hamper, and at worst have a severe impact on frontline activity.

However, there is light at the end of the tunnel. There is a significant opportunity to realise improved value for money in the area of information technology. This can be achieved through a combination of strategies, including: more efficient working, the deployment of new technologies, better training and a more effective application of resources.

Keeping abreast of technology is a huge challenge in itself, and delivering value through technology needs constant attention to ensure that the investment delivers the planned level of operating efficiencies and cost savings.

Traditionally, the provision of IT in the police service has been an in-house function. With a primary focus on maintaining the infrastructure, it is sometimes difficult to transform those in-house services to match the evolving needs of the organisation. Transformation of the function can be achieved in different ways; by 'insourcing' using consultants to analyse process and propose change or 'outsourcing' through the transfer of core IT services and risk to a third party.

The outsourcing of IT is not new; local government has been doing it successfully for many years. However, it is rare in the police service and, with the exception of some

niche services, the outsourcing of the whole IT function has been implemented only in a handful of forces.

In 2005, SunGard Public Sector signed an innovative outsourcing contract with Devon and Cornwall Constabulary (DCC) and this remains the only deal of its type within the sector. Four years on, and the contract has been hailed a great success, one that has enabled DCC to

Key outcomes from outsourcing

- Reduction in costs and greater value for money
- A more effective, efficient and reliable IT service
- A clear strategic direction with improved communications and team working
- IT services aligned to the present and future needs of the organisation
- Better quality of information
- Improved response times and less down-time, enabling greater productivity
- A higher level of user satisfaction

focus on its core business and one which delivers transparent, fixed and predictable costs.

Outsourcing of frontline services is a high-risk strategy but outsourcing 'back office' services, such as IT, has a significant potential to harvest savings at a much lower risk.

To make a real difference, a force needs more than just an IT contractor. It must select an agile, flexible and culturally thoughtful partner; build an open and honest working relationship and ensure that key outcomes are delivered without having to 'revert to contract' every time a change is requested.

There is, however, a fundamental difference between the police service and the wider public sector in the operations that they perform, the need to protect the safety of officers and staff, and the critical nature of the service provided.

To support the strategic direction of the force, the IT partner must have an inbuilt synergy with police business – not just in service provision, but in the much deeper

understanding of day-to-day operational processes. By selecting a partner that can reference police outsourcing expertise and direct experience of delivering and supporting core operational solutions, then a force should be assured that fundamental efficiencies can be made.

Not only does SunGard Public Sector have tremendous experience of outsourcing IT services in the public sector, it also has huge experience gained from working closely with 49 of the 53 UK forces.

ICT outsourcing in action at DCC

SunGard's focus is on business change and business process improvement through the provision of highly-experienced and dedicated consultancy teams fully-

SunGard is fully committed to a seven-year Continuous Service Improvement Program (CSIP) that is regularly reviewed and measured. The CSIP has been developed alongside the full day-to-day operational responsibility for the service, including management of service level agreements.

SunGard is involved alongside DCC in strategic development and ICT decision making. The service is underpinned by a solid working relationship in which SunGard is encouraged to be proactive and flexible, enabling the force to be highly-effective in the communities it serves.

ITIL (IT Infrastructure Library) Service Management is at the heart of the operational element of the service, ensuring the force receives best practice and improvements are obtained across the service.

SunGard has committed to share efficiency savings with the force over the length of the contract and has completed a number of projects which have enabled the force to recognise cost savings at a very early stage, including SAN implementation and hardware refresh programmes.

Special projects

As an extension of its capability, SunGard provides programme office support to supplement customer project teams – from project management to technical consultancy. This has helped customers deliver complex projects on time and to budget, for example, a new multi-million pound network for a major London borough.

SunGard is able to:

- Deliver large-scale, end-to-end ICT services, including service support;
- Manage integrated programmes across large, national, multi-site solutions through multi-disciplinary teams of hundreds of staff and subcontractors;
- Work across multi-agency stakeholder environments to ensure common goals, coordination and 'joined-up' benefits; and
- Sustain commitment over long periods to meet end goals.

SunGard meets the requirements of reliability, high availability and performance and works with its customers to provide the right balance of innovative, forward-looking solutions while also offering the resilience and security of established technology.

With its strong police customer base, SunGard remains strategically aligned to assisting forces with meeting and overcoming future challenges and is close to NPIA programmes such as the Information Systems Improvement Strategy (ISIS). SunGard is therefore perfectly placed to keep forces aligned to national strategies and objectives.

SunGard Public Sector is the supplier of technology-driven effectiveness and efficiency to public sector organisations, with over 30 years' experience in providing solutions, consultancy and services. SunGard has annual revenues of around \$5 billion and is one of the world's leading software and IT services companies, serving more than 25,000 customers in more than 70 countries.

Today, SunGard delivers a full range of technology solutions to customers.

Visit www.sungardps.co.uk

DCC contract highlights

SunGard continues to exceed its performance measures in all areas of the contract delivering a first-class service characterised by:

- Reliability/availability
- Responsiveness
- Flexibility
- Price predictability
- Value for money
- Customer satisfaction
- Proactivity/innovation
- Cultural fit/understanding
- Security



integrated into the programme. These teams ensure that programmes are business and benefits-driven throughout the term.

This means that SunGard is able to demonstrate how its services help deliver both cashable and non-cashable savings. These are obviously number one on the public sector agenda but there are many additional benefits that can be derived from efficiencies, process improvements, improved operational outcomes and the transfer of risk.

At DCC, the transformation of the service has been key to the success of the contract. It is this transformation that has formed the basis of SunGard's approach to innovation and change in IT service development. New tools have been implemented, processes aligned and innovations delivered that formed part of the initial proposal and contract.

