Better, faster & more innovative public services

Making every day better with cloud

civica
Transforming the way you work

Making every day better with cloud

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As a trusted cloud partner, we're helping more than 3,200 public service organisations make every day better by harnessing the cloud's full potential.

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**Harold de Neef,
Group Director, Cloud & Innovation, Civica**

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Today, cloud is faster, better and safer than ever before. On your path to achieve more for less, cloud delivers greater efficiencies and creates a stronger foundation for new technologies and innovation. In this report, we explore five key benefits of cloud and show, via recent use cases, how public service organisations are harnessing the cloud's full potential.

The digital revolution continues to shape our experiences and the way we work

The changing landscape for public services is well documented. There is no denying that budgets are constrained and rising citizen expectations are placing more and more demands on services.

With added pressures of security attacks and increased complexity of regulation such as GDPR, you could conclude public services are facing an impossible task.

68%

of government workers believe there is a clear benefit in modernising legacy applications (Civica)

These challenges are not insurmountable. In fact, they create a compelling business case for change and an opportunity to deliver more value, drive innovation, and improve outcomes for both colleagues and communities.

The cloud can help deliver better, faster, and more innovative public services

Cloud lowers the total cost of IT, supports new technologies, and enables the flexibility and scalability to deliver better services.
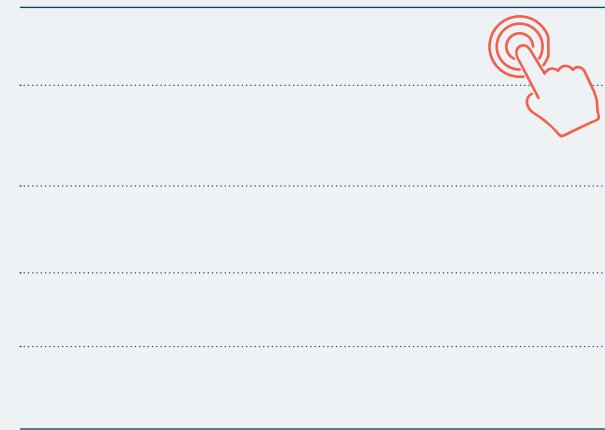
75%+

of public sector IT professionals confirm that cloud is the most important technology in their IT strategy today (SolarWinds)

Most technology-enabled service improvements we see around us use cloud as their foundation—whether its AI supporting earlier interventions in healthcare, the IoT creating smarter cities and communities, or chatbots enabling 24/7 citizen support.

This report assesses the benefits of cloud and how they can apply to your organisation. Wherever you are in your cloud journey, we hope you find this report helpful.

Click to explore the five key benefits where cloud is making every day better:

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Deliver efficient services

Learn how you can overcome budget constraints to leverage new models and invest in the future

40%

real-term spending cuts for public services this decade alone ([Institute of Fiscal Studies](#))

78%

of leaders confirmed they realised cloud savings within the first 12 months (mindSHIFT)

Click to read more in this section

A key driver for cloud adoption is the demonstrable cost savings it provides. In a world where austerity has been the norm, efficiency remains an essential benefit. Moreover, some of these savings can be re-invested, further improving the outcomes of a well-designed cloud strategy.

77%

of IT budgets are spent simply keeping the lights on (Rimini Street)

Thrive in a world of austerity

There is no denying that public services have suffered more than most from budget constraints. The Institute of Fiscal Studies estimates these cuts will reach up to 40% this decade alone. And there are not many signs that budgets could grow much faster than inflation, going forward.

That is where cloud comes to the fore. Using cloud-based services allows you to better manage and optimise your costs over time.

Cloud offers the ability to flex and scale IT resources as required, meaning you typically only pay for what you need. And, as cloud solutions are usually delivered "as a service", you get more frequent updates and innovations, often delivered automatically.

What is also essential to drive sustainable savings is to constantly monitor usage to avoid unexpected and un-budgeted costs, while looking for ways to continuously improve and optimise.

Free up budget to invest in the future

While public service budgets have become increasingly constrained, 77% of IT budgets are spent simply keeping the lights on. That is just one of the hidden costs of old technology.

Cloud can break this dangerous spiral of budget constraints and cost of old technology. By delivering cost savings, a well-designed cloud strategy can allow you to free up some budget to invest in further innovation.

Capitalising on the scale and infrastructure provided by cloud, South Tees NHS Foundation Trust's migration to SLAM in the cloud has already delivered savings of 26%.

Another benefit, as you introduce more citizen-friendly applications, is that you can also focus efforts on accelerating payment collection—or even automate it. This means moving to a cloud model not only helps you save money, but also helps you improve your organisation's cash inflow. Both in turn can help fund new innovations for your community.

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University of Roehampton

Organic growth over a number of years meant that the University of Roehampton's IT infrastructure had become challenging to manage. Faced with the prospect of having to invest £500,000 a year in its existing systems, it opted to identify a new approach.

Working with Civica, the university is now on track to save £4.18 million, while allowing it to focus on innovation and enhance the experience for its 13,400 students and faculty.

→ **Read more**

"
We had to decide whether to invest £500,000 pa in hardware refreshes, or take a different approach. A Civica engagement made the benefits of migrating to the cloud crystal clear.
"

Hiren Patel, Deputy Director,
IT Services, University of Roehampton

Consider asking yourself...

▶ How much has my budget been cut in the last five years?

▶ What percentage of the last two years budget have I been able to allocate to transformational projects?

▶ What is the hidden cost of my existing IT environment?

Speak to our cloud team about an assessment to identify your hidden IT costs and deliver more efficient services.

Start the conversation

Build a stronger platform for future innovation

Discover how you can harness new technologies and deliver an improved customer experience

40%

of millennials say they use chatbots on a daily basis (Mobile Marketer)

83%

of government leaders believe data can enhance the lives of citizens (Pure Storage)

Cloud-enabled technologies can bring a clear improvement to our community. They can help provide the self-service options to people who like to do things at the touch of a button, while also driving further inclusion for people who require a more personal touch.

10%

of the UK adult population are internet non-users (Office for National Statistics)

Drive a new experience of public services

Call it the Amazon effect or the Uberisation of services, most of us expect everything to be as easy and instantaneous as a one-touch car booking or a one-click payment.

Cloud provides the environment that enables these new digital services. Cloud-enabled technologies like AI, process automation, or chatbots are critical to meet our citizens' evolving expectations, and deliver better and faster services in a cost-effective manner.

Another essential aspect of moving to the cloud is data: once stored in the cloud, you can access a complete view across systems and even across services. According to Pure Storage, 83% of ICT leaders believe data can enhance the lives of citizens.

Building on those cloud benefits, Civica's Collision Reporting and Sharing system (CRaSH) collects data faster, in real-time to analyse and improve road safety, while also saving police forces and government bodies over £7.5 million a year.

Deliver a more inclusive community

While self-serve is a desire of the majority, it is also important to remember that 10% of the UK adult population are currently internet non-users. This could be seen as a challenge or as a huge opportunity to radically change how citizens are supported.

Citizens who are comfortable with technology and prefer self-service can use apps that allow them to do exactly that. Chatbots and voice technology increasingly play a huge role in the evolution of self-service, extending digital services to some that are currently excluded.

In turn, automation frees up employees to help those who do require, and also value, the additional time and support.

This is not only a step change for public services, but a complete overhaul of the customer experience – delivering a truly personalised service.

The Community Housing Group

As one of Worcestershire's largest social housing providers, The Community Housing Group manages more than 6,500 homes. Through implementation of Civica's cloud-based software, Cx Housing and Asset Management, the housing provider will deliver responsive tenant services in the community with real-time information at their fingertips.

Civica's digital platform for housing will provide the flexibility to integrate other emerging technologies and business systems - creating a more unified model and supporting future growth plans.

Read more

“

We needed a solution where our employees and customers could engage in a more flexible and agile way, while allowing us to integrate new and emerging technologies in the future. The software will help support us in achieving our ambitious goals, including more than 50% of our customers transacting online and increasing our group operating margin by 25% by 2021.

„

Andy Willetts, Executive Manager, The Community Housing Group

Consider asking yourself…

▶ Do the younger members in my team feel my organisation is meeting the needs of the digital generation?

▶ How many of my key services can be completed within two or three minutes on a smartphone?

▶ How will I manage the needs of the elderly and less able, while also coping with newer technology requirements?

Arrange a free workshop with our cloud team, and learn how you can meet evolving expectations and remain one step ahead.

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Learn how you can increase productivity and focus on delivering better outcomes for your communities

80%

of organisations believe their employees are overwhelmed with information and activity at work (Deloitte)

125%

additional productivity provided by inspired versus merely satisfied employees (Bain & Company)

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Cloud solutions are widely recognised to increase productivity. This is critical as employees are asked to achieve more every day. Yet, employee morale is an often-overlooked key productivity driver. Cloud solutions are easier to use, and can help automate low-value tasks, enabling public service employees to focus on the most engaging ones.

73%
of council workers have reported rising levels of stress (Unison)

Increase employee productivity

We often hear that public service employees are continually being asked to do more with less. However, feedback has shown that ageing systems can hamper productivity.

Cloud solutions are designed to be easier to use, and can enable automation of low-value repetitive tasks. They allow you to offer remote and flexible working, accelerate on-boarding of new employees, and free up people's time. These outcomes are almost impossible to deliver with legacy IT.

To illustrate this, the previous criminal records check service operated by AccessNI was time consuming, error-prone, and with a typical 17 day turn around. Partnering with Civica, they are now delivering over 99% of all disclosure applications online - cutting processing time by 10 days on average.

Improve employee morale

An often-overlooked consequence of the need to achieve more every day, is its impact on employee satisfaction. Research from Unison shows that three quarters of council workers said their workload had increased, with 73% reporting rising levels of stress.

By making cloud technology an enabler, your workforce can focus on doing what they do best: delivering engaging services and better outcomes for the communities they serve. In doing so, they become more engaged and more productive—with inspired employees 125% more productive than merely satisfied employees, according to Bain & Company.

Cloud solutions not only enable you to achieve more every day, but also improve morale as they allow employees to focus less on inflexible processes, and more on engaging with the community.

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The Department of Education, South Australia

The Department of Education, South Australia supports 900 schools, 30,000 teachers and 185,000 students over 1 million square kilometres. Historically, each school used separate on-premise systems, with student information held by individual institutions. Additionally, teacher training had to be delivered offsite, while maintenance of school systems took both time and resource.

By deploying the Civica Education Suite, Australia's only complete SaaS solution for schools, teachers now have access to all student information from any device. This makes it easier to record attendance, behaviour and achievements, reduce the time spent on administration and enable teachers to spend more time with their students.

Read more

> **The Education Management System will be a powerful digital tool with a comprehensive suite of features to streamline school management tasks and support our teachers to provide individualised learning and track and report on each student's progress.**

Scott Bayliss, Chief Information Officer, The Department of Education, South Australia

Consider asking yourself...

▶ Am I confident my existing solutions allow my team to deliver what is expected from them?

▶ How many services are my team expected to deliver today that they weren't asked to deliver five years ago?

▶ How many members of my organisation have left in the last two years, and how easy was it to replace them?

Arrange a free workshop with our cloud team, and explore how you can help your teams deliver more every day.

Start the conversation

Reduce security & compliance risk

Discover how you can stay secure and better manage your non-compliance risks

25%

of all UK councils have had their IT systems breached in the past five years (Freedom of Information Requests)

£92 million

the estimated cost of the WannaCry cyber-attack to the NHS (Department of Health)

Major cloud providers invest in security and compliance at a scale that few organisations can afford. By doing so, they make world-class security available to many. Therefore, and this might be counter-intuitive to some, the cloud is the safer and more secure way forward.

100 million
cyber-attacks on councils in the last five years (Big Brother)

Provide extra security against threats

Cyber-attacks are a fact of life for all organisations. There have been nearly 100 million cyber-attacks on councils recently, resulting in 25% having had their IT systems breached in the past five years.

The cost of a successful attack can be immense, with the 2017 WannaCry hack estimated to have cost the NHS £92 million.

Cloud is a more secure environment than traditional on-premise solutions. Gartner predicts that there will be fewer security incidents on public cloud workloads than traditional data centres—adding that 95% of security failures will be as a result of a customer fault.

So our recommendation is to start thinking about security differently: embrace what the cloud can offer, while working with your teams to minimise the risk of human errors.

Streamline compliance efforts

While security risks are growing, compliance is becoming increasingly complex with the implementation of regulations like GDPR. The cost of fines for non-compliance has never been larger.

Cloud providers own and manage many security and compliance requirements and risks—helping you mitigate your exposure to attacks. Their livelihood depends on ensuring a secure platform is delivered which brings a scale you wouldn't be able to afford alone.

For example, Civica built a cloud-based platform for The Electoral Commission to securely share real-time data across 382 regional counting areas, and ensure the integrity of the EU referendum vote.

Cloud providers take care of frequent security updates, often providing support to help organisations comply with new legislation, leaving you to focus on delivering core services to the community.

North Yorkshire County Council

North Yorkshire County Council delivers services to over 600,000 citizens. The council collects a wide variety of payments from library fines and registrars' charges, to blue badge fees, and other miscellaneous income, totalling £5.5 million annually.

Using Civica's cloud payments software, CivicaPay, the council is now able to offer secure web and automated telephone services, allowing residents to pay for services when and how they want.

→ **Read more**

> 66
> **I very much see Civica in that role of trusted partner. They work with us, they know the functionality, they listen to some of things that we suggest and they challenge our thinking. That's exactly the right approach we would look from our partners.**
> 99

Gary Fielding, Corporate Director Resources, North Yorkshire County Council

Consider asking yourself...

▸ Do I know how many times my systems have been subject to an attack in the last 12 months?

▸ Do I feel confident and up-to-date on compliance standards such as GDPR, PIA or PCI DSS?

▸ What processes do I have in place to stay on top of security threats and changes in compliance requirements?

Arrange a free workshop with our cloud team, and learn how you can improve security and better manage your non-compliance risk.

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Simplify your IT landscape

Learn how you can reduce IT complexity and ensure your systems remain up-to-date

68%

of government workers believe there is a clear benefit in modernising legacy applications (Civica)

69%

of organisations are using multi-cloud environments (451 Research)

The cloud helps replace ageing technology with continuously updated solutions and infrastructure - all while decreasing your carbon footprint. A successful cloud strategy is a gradual process that needs to assess the present, design the future, and prioritise for impact.

80%
of English councils are now using public cloud services (GovTech Leaders)

Decrease reliance on ageing technology

Many IT landscapes are complex. They include costly legacy systems, and often applications unfit for purpose or nearing end-of-life. The fact that a handful of employees nearing retirement are sometimes the only people who are able to handle this older technology is an additional risk.

In reality, not all of those systems can easily be replaced. What we are going to see is a move to more multi-cloud environments, like the 69% of organisations that 451 Research identified as already adopting this approach.

By adopting cloud, public service organisations can reduce IT complexity, decrease reliance on ageing technology, and ensure their systems remain up-to-date.

There is also the added bonus that moving to the cloud frees up physical space, and can reduce your carbon footprint (a Microsoft report outlined an energy and carbon reduction of up to 90% with cloud computing).

Simplify & accelerate for impact

It is important to remember that not everything can or should be moved to the cloud. A successful strategy should firstly assess the current environment, design a desirable future state, and then prioritise cloud migration for impact.

Simplification was the focus for Her Majesty's Prison and Probation Service, where Civica helped them rationalise 99 separate systems into a new cloud platform to centrally view victim cases across the UK. For Langley Park Learning Trust, the focus was efficiency. They managed to reduce the time taken to produce management accounts from two weeks to one day with Civica FinancialsLIVE.

Looking at the 80% of English councils that are already using public cloud services, the sensible approach is a gradual move to the cloud prioritised based on opportunities, risks, and urgency. But you don't have to go on that journey alone: finding a partner that is right for you is crucial to unlocking the cloud's benefits.

SELMS

The SELMS library consortium includes 13 member authorities across the South East of England. The consortium currently supports more than 600,000 borrowers with over six million items stocked across its libraries.

To support future growth, the consortium needed a robust, efficient library management system. Civica's cloud software, Spydus, manages all resources within a single database, while still allowing each partner authority to benefit from their own distinct parameters, collections and search interfaces.

→ **Read more**

" **Spydus functionality is just fantastic, because a customer can have access to all 13 authority libraries and more than 300 service points with just one library card. They can sit at home and browse over six million items of stock, reserve what they like, and have it delivered to their local library.** "

Hilary Ballard, SELMS

Consider asking yourself...

▶ What percentage of my solutions do I wish had already been or should have been replaced?

▶ How many of my solutions are running out of support, or have components that are running out of support?

▶ What plans have I put in place to mitigate the risk of legacy solutions and simplify my IT landscape?

Speak to our cloud team to assess your usage, and identify those applications and assets at greater risk.

Start the conversation

Harness the cloud's full potential

As we have discussed, cloud offers immense opportunities to deliver better, faster and more innovative public services.

Working with the right partner can help you achieve a shared vision and deliver your business goals. It is essential to ensure they are a good cultural fit, understand your industry, are technology experts and importantly, have a track record of delivering security and better outcomes.

Our five-step approach enables you and your team to harness the cloud's full potential.

Our five-step approach

Improve · Assess · Design · Prioritise · Implement

1. Assess
the present

Review your current IT estate, budgets, teams, and understand the risks and opportunities

2. Design
the future

Craft the strategy and plan that will enable you to deliver on your organisation's and customers' goals

3. Prioritise
for impact

Choose an approach suited to your needs, and prioritise your cloud roadmap based on impact and urgency

4. Implement
for outcomes

Start small to secure early wins, demonstrate a return, and help build further successes

5. Improve
continuously

Optimise your IT landscape to continuously drive efficiency and adapt to your customers' and organisation's needs

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As a trusted cloud partner, we're helping more than 3,200 public service organisations make every day better with cloud.

Our suite of leading cloud software and services is delivering better outcomes for our customers and the people and communities they serve.

From strategy and migration to purpose-built cloud applications, our digital-first approach delivers on your transformation agenda.

Wherever you are in your cloud journey, we can help you ensure you harness its full potential. Find out how the cloud is making every day better at **www.civica.com/cloud**

Civica in the cloud

285+
cloud software & services on G-Cloud

30 million
users of customer-facing platforms

£84 million
annually invested in software development & innovation

£2.5 billion
in secure payments handled annually

"
This is what we believe engagement should look like in the future. Civica has allowed us to be truly transformational in the way we're approaching digital evolution, and more importantly, how we're approaching our citizens.
"

Peter Tolland, CIO,
North Lanarkshire Council

Start the conversation with our cloud team, and together we can harness its full potential.

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organisations

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