

enabling Local Government to transform citizen services

Putting the citizen at the heart of service design to achieve digital transformation for communities

Public sector service provision is an increasingly complex landscape, with Local Government having to balance conflicting demands for better and more personalised services with an increasing requirement for cost efficiency and transparency. All of which must be achieved whilst ensuring day-to-day services and support for citizens and communities continue.

With those sorts of pressures Local Government needs partners who understand their issues and can bring innovation to help meet their vision of digital transformation while driving forward in an ever changing, real world environment.

Putting the citizen at the centre

Atos works with local authorities across the UK who are moving towards a digital first approach. We believe that great services start with the citizen so that communities are directly involved and local authorities can shape services more effectively through efficient and easier to use personalized digital services.



Squaring the circle

Technology has already changed the entire service landscape and today's citizen is not only comfortable with technology but views it as the simplest and most convenient way to interact with friends, retailers and service providers. Atos sees this drive towards greater citizen involvement and personalisation, while at the same time delivering efficiencies through a digital first approach, as a major paradigm shift for Local Government and the way it interacts with its citizens.

Atos designs and delivers a complete range of digital solutions that transform Government services while renovating and reinforcing core systems to be more effective. Our data driven services help local authorities to make better informed and more timely decisions and our seamless processes ensure security is built in at every level.

Social care

Our solution to adult social care delivery comprises three key strategies - all of which are achievable in the current climate. We can transform the service model based on self-directed care, exploit data to direct resource more effectively, and harness the power of the community to deliver care in innovative ways. Tangible benefits from our solutions include a sustainable 20% gross reduction in social care costs and a better experience for citizens.

Citizen self service

Through effective tooling and infrastructure our solution enables citizens to gain access to the information they want through their preferred channel. This reduces operational costs and empowers the citizen.

Single view of the citizen

Understanding the customer is the key foundation in any Customer Experience strategy, and no less so in the Public sector. Drawing together disparate information from multiple departments and organisations to

provide a coherent and complete view of a citizen helps to more effectively predict and service their needs.

Predictive analytics

We have delivered services that use multiple inter-agency data sources and predictive analytics to identify vulnerable people and help local authorities to target interventions and introduce effective preventative strategies.

Security solutions

Cyber security and compliance management are core business to Atos. Our experience in all markets and understanding of industry specific business processes and operating models enables us to deliver the solution you need in a cost-effective way. We enable you to do more, while risking less.

Unified Communications (UC)

UC offers Government agencies the opportunity to drive down communication costs while enhancing productivity and collaboration and supporting more flexible workplace strategies.

Atos is the leading provider of *UC as a Service* (UCaaS), delivering services to numerous public sector bodies and private sector organisations, from our secure UK-based facilities.

About Atos

Atos SE (Societas Europaea) is an international information technology services company with annual 2012 revenue of EUR 8.8 billion and 76,400 employees in 47 countries. Serving a global client base, it delivers Hi-Tech Transactional Services, Consulting & Technology Services, Systems Integration and Managed Services.

With its deep technology expertise and industry knowledge, it works with clients across the following market sectors: Manufacturing, Retail & Services; Public sector, Healthcare & Transports; Financial Services; Telecoms, Media & Technology; Energy & Utilities.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic and Paralympic Games and is quoted on the NYSE Euronext Paris market. Atos operates under the brands Atos, Atos Consulting & Technology Services, Atos Worldline and Atos Worldgrid.

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