

SME harbour

delivers customer innovation and value

An Atos network of specialist small companies is breathing fresh ideas and expertise into public service and business projects.

Atos is committed to harnessing the innovation and expertise of small and medium sized enterprises, to add customer value whilst supporting their development. The SME Harbour is a unique programme that identifies and evaluates best-of-breed specialists, and enables us to work together on customer projects with complementary capabilities.

Infoshare is a great example of a small company identified through the SME Harbour programme, now working seamlessly with Atos on a ground breaking data initiative to identify vulnerable people in South Wales. To deliver the best possible result for the customer, Infoshare's data management experience is complemented by Atos' experience as a global business technology leader with a broad base of clients and market solutions.



SME Harbour at Atos

Atos understands the value to customers of working with SMEs, and the innovation and differentiated approach to projects that they bring. The SME Harbour programme is an effective model to harness this innovation and enable Atos to bring new services and more value to our clients.

Our customers gain a wide range of benefits from these different collaborations, including:

- ▶ **Cutting edge technology driving maximum process efficiency**
- ▶ **Reactive, agile and responsive services**
- ▶ **Specialist business knowledge and practical experience**
- ▶ **Up to date information and market awareness (in each specialist area).**

Our SME partners also get significant benefits from the Harbour programme:

- ▶ **Access to Atos' large and diverse client base**
- ▶ **Support from our sales teams across a wide range of markets**
- ▶ **Tailored legal Terms and Conditions to limit risk**
- ▶ **Advice, information and mentorship**
- ▶ **30 day payment terms**
- ▶ **Potential to develop out a specific offering.**

During 2013 Atos commissioned Dunn and Bradstreet to review our supply base and confirm those who are SMEs according to the European definition. This identified that 73% of our total supply base were SMEs and 23% of overall external spend went to SME businesses by this definition.

“As an SME, I have a significant challenge to engage successfully with the right partner organisation. But Atos is incredibly welcoming to Infoshare, really understands our innovative approach, and champions us across its organisation. We have worked hard together to win business, and we have been treated as equals by Atos throughout our relationship. If other large companies adopted the approach that we have experienced with Atos, I believe that the public sector would find it much easier to reach the 25% budget target for SME business.”

Pamela Cook, Managing Director,
Infoshare

Atos and Infoshare

Delivering better citizen intelligence

Fulfilling the SME Harbour programme's objectives, Atos and Infoshare are pooling their distinctive experience, capabilities and ideas to help Welsh authorities find and track local people who need sensitive handling.

The two companies are deploying innovative data matching, predictive analytics, and business consultation to create a data intelligence model that could change radically the way the public sector works together to provide services – improving the lives of citizens, and cutting costs by removing the need for multiple agency information sources.

South Wales has been badly affected by the decline of traditional industries, and unemployment, deprivation, and financial hardship levels are consistently higher than the UK average.

Poverty, abuse, mental health and other problems inevitably result from social conditions such as these, leaving many citizens vulnerable.

Better knowledge about individuals' vulnerability is imperative in delivering citizen services. It can also help authorities to introduce effective preventative strategies.

“Improved intelligence can help us to be more proactive in the way we deliver services to individuals,” says Dean Thomas, Service Manager, Strategic Transformation Team & Resilience at Blaenau Gwent County Borough Council. “By intervening sooner we can potentially decrease the likelihood of someone becoming vulnerable. So collaborating to get better intelligence is in the public's best interests, in terms of quality of life and cost effectiveness.”

Blaenau Gwent CBC, Torfaen CBC, Caerphilly CBC, Gwent Police, and Aneurin Bevan Health Board all currently gather valuable information

about the people they serve, but in isolation from each other. There is no collective intelligence to inform their decisions, or even agreement on vulnerability characteristics.

The momentum for change was accelerated in 2013 when Blaenau Gwent CBC were awarded a grant by the European Social Fund on behalf of the three councils, to create a ‘vulnerable information sharing hub’ of data and information. The aim was to improve the quality of response to vulnerable people, based on comprehensive, consistent and accurate information.

With Aneurin Bevan Health Board and Gwent Police joining the collaboration, the quest was on for a technology partner that could understand the public sector's operating environment, advise on characteristics for identifying vulnerability, compare and analyse the data that each organisation was currently collecting, and design a solution to meet all the partners' requirements for integrated data collection in future.

Right partners, right capabilities

Atos and Infoshare were ideally placed to provide a solution.

Infoshare has worked with councils and emergency services all over the UK, identifying 'at risk' individuals from multiple data sources, and creating accurate, evidence based single views of citizens.

Atos provides specialist analytic business knowledge and thought leadership to drive business change, ensure collaboration, and build an effective solution. Atos' business consultants have experience in health, local government and emergency services, delivering 'end to end' complex multi-agency data sharing objectives, using Atos' suite of Big Data Services.

Both companies have established relationships in Wales. Infoshare has worked with the Welsh Government for a number of years, while Atos leads the 'Merlin' consortium, which for 10 years has supplied comprehensive ICT services to government bodies. They have also worked closely together in the past, with Infoshare rigorously checked and qualified by Atos through the Harbour programme.



Solution for today and tomorrow

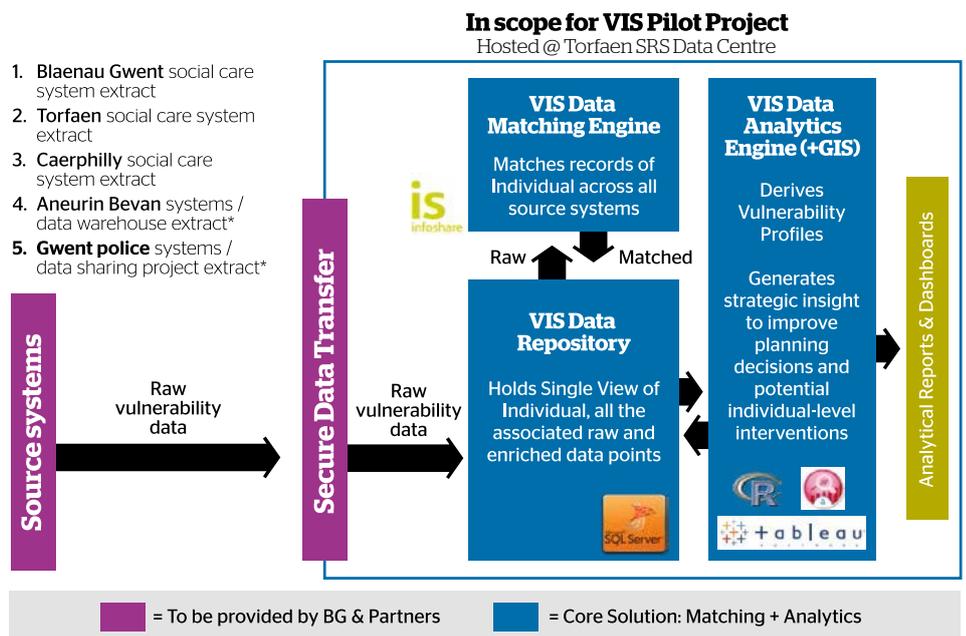
With Blaenau Gwent taking a lead role, the five collaborating organisations are working with Atos and Infoshare to define a six month pilot project to tackle the barriers to information sharing, and prepare the ground for a longer term solution.

Atos and Infoshare are providing a multi-disciplinary approach:

- ▶ **Advising on business objectives, ways to identify forms of vulnerability appropriate to all five organisations, information sharing protocols and governance arrangements, and methods of data collection**
- ▶ **Comparing and matching data collected so far from different agency sources**
- ▶ **Deploying rich analytic and information techniques to derive insight and intelligence from the data sets**
- ▶ **'Translating' the data into meaningful information, and assessing it against the project's objectives**
- ▶ **Developing training to support recommended changes in collection.**

At the end of the data comparing and 'translating' process, Atos and Infoshare will hold workshops with representatives of the customer, to help understand and interpret the results, and define rules for most effective data collection in future. Intensive analytics will be conducted on the data three or four times before the team is happy to deliver its list of vulnerable citizens, and recommendations for a long term data collection and intelligence model.

Vulnerability Intelligence Service High-level Solution Overview



"We don't have a baseline for success with this project," says Jonathan Pinkney, Regional Project Coordinator at Blaenau Gwent CBC. "But if at the end of the pilot we have good quality, accurate and consistent information that we can take to a social worker, and say: how can you use this data to perform your duties better - to stop someone being abused, or help someone more quickly? That will be fantastic success."

If Jonathan Pinkney's success criteria are achieved, the pilot project could create an important template for inter-agency collaboration and vulnerability identification, for replication in Wales and all over the UK in future.

About Atos

Atos SE (Societas Europaea) is an international information technology services company with 2013 annual revenue of € 8.6 billion and 76,300 employees in 52 countries. Serving a global client base, it delivers IT services through Consulting & Systems Integration, Managed Operations, and transactional services through Worldline, the European leader and a global player in the payments services industry. With its deep technology expertise and industry knowledge, it works with clients across different business sectors: Manufacturing, Retail & Transportation; Public Sector & Health; Financial Services; Telcos, Media & 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 & Paralympic Games and is listed on the NYSE Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Worldline and Atos Worldgrid.

For more information, visit: atos.net