

Agilisys



Transforming Business Support Services in North Somerset

Agilisys implemented a significant and unique transformation programme to optimise resources and maximise efficiency across the authority's Business Support function.

Agilisys



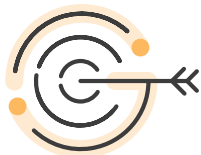
At a glance

- Operating Level Agreements implemented
- Increased customer satisfaction
- Standardised and documented processes
- Increased self-service achieved
- Enhanced levels of resilience delivered for North Somerset Council



Challenge

- To reduce expenditure
- Maximise opportunities for income
- Maintain the quality of service provision



Solution

- Utilise self-service technology platforms
- Establish a multi-channel and consistent front end to the business support function
- Transform back office processes



Impact

- Savings profile represents 22% reduction of baseline cost
- Ongoing annual savings of £756k
- Ongoing continuous process improvement and enhanced customer satisfaction



Challenge

The Vision

North Somerset Council has been faced with reduced central funding year on year, resulting in a need to reduce expenditure whilst maximising opportunities for income and maintaining the quality-of-service provision.

In 2015, the Council extended its partnership with Agilisys to continue the delivery of support services for a further 10 years. At the same time, the Council contracted Agilisys to deliver several business support activities through a new managed service function.

Through its partnership with Agilisys, North Somerset Council set out to provide:

- A professional and flexible business support service to all Council departments
- A service which drives out low-value manual administration
- Quality support in an environment of digital self-service
- Higher value and more specialised business support
- A customer focused service that is defined by quality and adherence to service levels

Methodology

The Solution

Standardising processes, removing unnecessary and inefficient transactions whilst still providing crucial support where and when it was needed provided the cornerstone of the Agilisys Transfer and Transform programme.

This new target operating model introduced new processes that enabled the streamlining of the Council's Business Support function. Through the creation of specialised Business Support Hubs, the functions offered were centralised to increase consistency across teams and drive improvements to process performance.

Through implementing a continuous improvement programme to transform the back office processes that were driving up demand, we have made clear distinctions between standard/universal support and specialised business support further improving efficiency and consistency.

The new operating model has enabled us to improve our functions further by:

- Utilising self-service technology platforms to stop or minimise the need for face to face or specialised business support

- Integrating the Business Support and Customer Services functions creating resilience and economies of scale
- Focus on consolidating and multi-skilling the Business Support teams where appropriate to deliver business support services to multiagency teams
- Establishing enhanced career paths and offer new and exciting opportunities for existing and new staff
- Establishing a multi-channel and consistent front end to business support
- Encouraging more digital self-serve with employees, especially mobile workers utilising new platforms



“The transformation of Business Support functions under Agilisys has enabled the Council to bring together what were previously disparate resources into a coherent and professional operating model and to realise a budget reduction of £800k. The new operating model has allowed Agilisys to optimise business processes, better manage and develop resources, implement new technologies and bring teams together to increase service resilience. Through working closely with us, Agilisys promotes a collaborative and customer focussed approach to service delivery and engagement which has allowed us to realise the intended benefits of the service transfer.”

Richard Penska, Head of Support Services Partnership & Customer Services, North Somerset Council

Impact

The Benefits

Transfer and Transform has delivered both qualitative and quantitative results for North Somerset Council. Additionally, Operating Level Agreements have been implemented with each service allowing for an effective and pro-active approach to operational governance whilst providing a mechanism for delivering ongoing continuous improvement activity, a joined-up approach to providing customer service excellence as well as monitoring customer satisfaction.

Agilisys has been able to utilise its expertise and experience in demand management and workforce planning to optimise resources, maximise efficiency and more effectively plan for periods of peak demand. This significant and unique transformation programme has been underpinned by a relentless drive for process improvement as well as the implementation of new ways of working and technology.

The results have been both positive and significant, and are evidence of Agilisys's continued commitment to finding new ways to help our local authority partners face the complex and varied challenges of today and to help them plan for tomorrow.

The results achieved include:

- Target operating model implemented
- Savings profile represents 22% reduction of baseline cost
- Initial year one saving of £150k
- Year two saving of £650k
- Ongoing annual saving of £756k

Added value that the Council is benefiting from include:

- Operating Level Agreements implemented
- Increased customer satisfaction
- Standardised and documented processes
- Increased self-service
- Enhanced levels of resilience
- Ongoing continuous process improvement and enhanced customer satisfaction



Partnership
Integrity
Innovation
Passion

Agilisys



Agilisys, an employee owned organisation, is one of the UK's fastest growing and innovative cloud and digital transformation specialists, enabling organisations to adopt technologies, platforms and processes that promote new ways of working.

An established partner for both the public and private sector for nearly two decades, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, particularly within local and central government.

We support our customers through a network of offices and centres of excellence throughout the UK, employing over 1,500 staff across the UK.

Third Floor, One Hammersmith
Broadway, London, W6 9DL

t +44 (0)845 450 1131
e info@agilisys.co.uk
w www.agilisys.co.uk