

Digital Transformation Strategy

Successful transformation needs the right roadmap

Rising citizen demands and expectations, changing demographics and tighter financial constraints are all conspiring to force the public sector to radically rethink service provision.

A transformational approach to service design and delivery is essential to meet these challenges. But where do you start? We'll help you rethink your services to ensure they're financially sustainable and fit-for-purpose in the 21st century. Breaking with traditional siloed approaches, we'll support you to create integrated services which reduce spend, improve quality and deliver greater value. We focus on:

- Redesigning services around people, prevention and better outcomes.
- Enabling individuals and communities to be more resilient and independent.
- Improving demand management and reducing costs.

Overview

We'll partner closely with you to understand how citizens currently use your services. Then we'll help you establish a clear vision for the future, laying out a practical roadmap for service transformation. We can oversee design and delivery too. We focus on identifying and prioritising 'quick wins' – agile and aligned interventions that will have the greatest impact on citizen outcomes and cost reduction. We'll also help you sustain this success by instilling culture change and new ways of working.

Standing still is not an option.

Key features

Make the case for change

Build a clear vision for the future and a roadmap for delivery that proves the potential to reduce citizen demand and service costs.

Evidence-based service design

Address community needs more effectively, with services based on understanding the whole picture around a person, family or household.

Collaborative co-creation

Alongside input from citizens and staff, challenge existing thinking and provide assurance on the best path forward, drawing on over two decades of successful service design.