

Your digital government

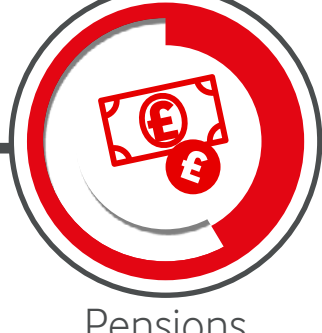
Our report on trends

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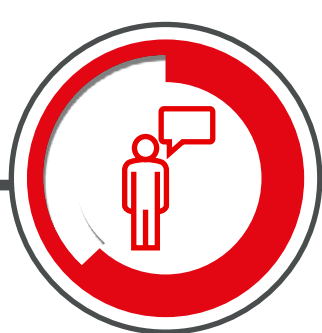
Greater connectivity between citizens, organisations and government is an **inevitable reality**. As the pace of change continues to snowball, expectations of connected citizens and employees will consequently increase, meaning interagency collaboration across government will become essential.



Over **3/4** citizens want to manage all or most of their government services online



93% have desire to manage local government services online



41% of the UK population interacted online with public authorities in 12 months¹

¹Source: Connecting Nation Delivering digital Government to the citizens

The challenge facing government

Digital transformation is top of the agenda for the public sector; however government is faced with the **dual challenge of delivering smarter services to citizens while simultaneously reducing cost**.

5 trends driving digital government

1 Innovation beyond austerity

Spending is increasing, but strict guidelines are in place to ensure that it only goes to partners who demonstrate a real citizen-centric vision

2 Delivering agile services

The move from monolithic contracts to smaller agreements is reducing the risk and costs attached to projects, while new levels of interoperability drive up their value

3 Consumer-grade user experience

Better designed, more personalised, always-on services increase engagement

4 Aligning skills strategy

Providing the right tools will help attract the next generation of talent

5 Collaborative advantage

There needs to be a strategy for rationalisation, otherwise delivering departments with new capabilities will mean increasing complexity too

Achieving readiness through digital transformation

Adopting digital and mobile innovation can lead to increased engagement, greater efficiency of service delivery and a more ready government. It can help you achieve readiness in three key areas:



Better citizen engagement

Vodafone's communication expertise enables direct interaction between citizens and government through a huge range of channels – putting users at the heart of what departments do.



Better operational agility

We're experts in helping organisations become more flexible, both in terms of how they manage resources and how they react to changes in the landscape.



Better connected employees

Helping you close the public sector's digital skills gap by attracting the next generation of employees with the right skills.

How can we help you be ready?

We can help government bodies, like you, harness the power of digital transformation to **do more and spend less**, whilst confidently meeting the expectations of your connected citizens.

See what we've done so far ...

Accelerating the delivery of justice

The Justice Video Service (JVS) consolidates legacy systems from various agencies and integrates them with a new estate of high quality hardware, creating video links between 3,000 endpoints.

Results

4000 days

of productivity lost a month as a result of needing to appear in court. The JVS is set to slash this figure.

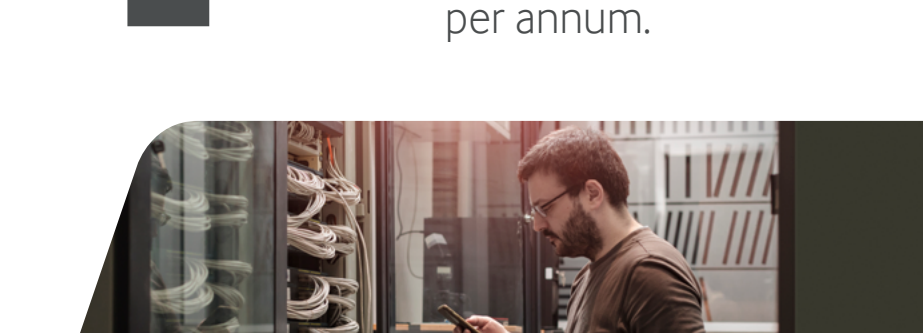
Allowing detainees to have a first hearing from a station via video link is projected to save

£420000

per annum.

Getting sensitive data into the cloud safely

We delivered the biggest transformation one department had seen in 20 years, moving all of their telephony to the cloud, providing Unified Communications and breaking down monolithic contracts into more agile frameworks – all at once.



Results

90000 devices rolled out

in **900** locations

over **10** months

To gain a deeper insight into the challenges of becoming a digital government, download the full report.

[Click here to download the full report](#)

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