

# Department for Education Adopts Pioneering Web 2.0 Initiative

**Capgemini implements the world's most ambitious government application for the department, with the potential to save £180m**

## The Situation

The UK's Department for Education (DfE) is an ambitious public sector organisation, and was among the first to embrace the Government's Information and Communications Technology (ICT) strategy in a bid to transform decision making, policy development and service delivery.

The DfE wanted to showcase how a more natural, consumer-style approach to business information and collaboration could transform the impact of public services, increasing the value and use of information assets across and beyond the education sector. This meant moving from a silo-based information management strategy to a flexible, borderless Web 2.0 extranet model.

## The Solution

The DfE engaged Capgemini to help shape the Department's Web 2.0 information management and collaboration strategy. The resulting Information Workplace Platform (IWP) is based on a virtualised Microsoft SharePoint platform capable of supporting 25,000 users, and has been recognised as the most ambitious government implementation of the technology in the world. The platform facilitates on-demand content management, collaboration, workflow, management information, and sophisticated enterprise search via a web browser.

“The Department for Education has successfully partnered with Capgemini to shape and deliver our Information Workplace Platform. This is ambitious and innovative, and is transforming the way we manage information and collaborate across the Department and with our sector partners. The results are improved outcomes for children and families, delivery efficiencies, skills, practitioner networking and knowledge management.”

John Quinn, Deputy Director and Chief Knowledge Officer, Department for Education



**People matter, results count.**

In contrast with the traditional approach to building new systems, the IWP has used a service-orientated approach throughout. This means that the DfE can provision new business information and collaboration services quickly, cheaply and with a high degree of user engagement, accelerating adoption and the release of business benefits.

### The Result

The IWP has successfully delivered a number of substantial benefits to the DfE and the broader education sector including:

#### Quantifiable Benefits:

- Overall savings of £70-180m depending on ultimate service reach – the overall investment is expected to deliver a payback of multiple times its cost
- Operational efficiency benefits of over 20%
- Reduction in IT costs of around £4m

#### Qualitative Benefits:

- Improved decision making and personalisation of services for citizens through better cross-sector collaboration
- Better customer insights, and decision-making enabled by rapid access to subject matter experts and high-quality information
- Reduced risk, boosting the Department's reputation due to secure information access
- Increased agility, capability and responsiveness enabling time to be freed up for staff to focus on higher-value activities
- Simplified, 'on-demand' IT estate, with infrastructure, platform, software and business processes delivered as a 'service'
- Re-usable sector-wide services and technology assets which can be extended to the wider education sector
- Enhanced leadership reputation – the IWP has created a secure SharePoint-based template for the Application Store for Government,

positioning the DfE as a cross-Government leader in this field.

### How the Department for Education and Capgemini Worked Together

Capgemini fielded thought leaders, experts and practitioners spanning Capgemini Consulting, Technology Services and Outsourcing Services practices to ensure a complete solution. The team partnered with the DfE, providing sector-specific advisory expertise alongside infrastructure, application and Web 2.0 business change delivery skills.

The service-led business model, based on a flexible infrastructure, ensured rapid delivery of applications and services. Since these have been customised to suit the way real users work, adoption has been strong, fuelling demand from additional user groups.

The DfE has awarded Capgemini a client satisfaction rating of 4.8 out of a possible 5, in recognition

that the project has far exceeded its expectations. Says Jason Versluys, Capgemini's IWP Director, "The DfE is keen that the benefits of the Information Workplace Platform are felt as widely as possible, so we are now working together on extending the services across Government. The model is highly re-usable, and the efficiencies will be greater still as the IWP is rolled out more widely."

"Capgemini has played an important part in our achievements to date, through its role as strategic advisor and lead delivery partner. It brings a positive blend of big-picture thinking, innovation, capability, partners and experience that is helping the DfE to drive an ambitious agenda and provide leadership in the information and collaboration domain," says John Quinn, Deputy Director and Chief Knowledge Officer, Department for Education.

If you would like to find out more about this project, please contact: [success.story@capgemini.com](mailto:success.story@capgemini.com)



### About Capgemini and the Collaborative Business Experience™

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**Approved by**  
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Jason Versluys, Information Workplace Platform Director, Capgemini

#### In collaboration with



The Department for Education is a UK government department that is responsible for the education and children's services

for young people up to the age of 19 years. It has a staff of around 2,600 people. It has direct responsibility for the education of children in state schools in England.

More information is available at [www.education.gov.uk](http://www.education.gov.uk)