

# TRANSFORMING THE PUBLIC SECTOR AFFORDABLY IN THE CLOUD

Case management, provided “as a Service”,  
is the answer to many current challenges

## Abstract

Political, economic and societal changes mean that public sector organizations must become extremely agile, effective and efficient. This necessitates a new level of flexible, responsive IT capabilities. Advanced case management, delivered as a managed service, overcomes today’s resource constraints to put these capabilities within reach.

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## Executive Summary

Public sector organizations face demands from increasingly empowered and connected citizens for more, faster, and better services. Other pressures include the need to minimize risk, collaborate and share information, and deal with a complex systems scenario. To meet these demands, the organizations need configurable solutions leveraging flexible, responsive IT systems. An advanced case management solution is ideal because it can address the vast majority of public sector activities, including correspondence management, citizen registration, investigations, and digital evidence management.

Today's resource constraints might seem to put solutions like this out of reach. However, the constraints can be overcome by adopting an advanced, end-to-end case management solution provided as a cloud-based managed service. Compared with a traditional implementation, this approach can save 20-30% of overall costs, principally through faster delivery and use of preconfigured business processes and workflow. Benefits include faster payback, greater flexibility, better decisions and higher productivity. Citizens enjoy improved services as a result.

EMC and Capgemini have pioneered this approach with their Case-as-a-Service offering. The Case-as-a-Service approach means public sector leaders can realize their vision of an agile, effective and efficient organization – and can start doing so today.

## The Public Sector's Challenge

### Meeting the expectations of empowered citizens

Public sector agencies and government departments, like organizations in all sectors, face demands from increasingly empowered and connected citizens for more, faster, and better services.

But these organizations are also under intense pressure to minimize risk. Making the right decisions – which includes preventing fraud and abuse – is not enough: it is also necessary to be able to show that the decisions were right in the event of an appeal or investigation.

Public sector organizations are also expected to collaborate and share information with relevant parties (critical in areas like child protection) as well as ensure data reliability and security; handle complex inputs from multiple systems, channels, and organizations; and leverage legacy systems that are difficult and costly to update.

The needs are clear: become more agile, effective and efficient. These aims are only achievable with flexible, responsive IT systems that allow decisions to be based on comprehensive, instantly available information.

### Resource constraints seem to limit technology choice

However, public sector options are limited by today's heavy cost pressures. They need to avoid major capital expenditures and long-term contractual lock-in. Any solution must be up and driving efficiencies in days or weeks, not months or years.

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*"We live in a hyper-connected world that has provided new and beneficial experiences in our personal and social lives. A good example is our experience of social media but a consequence is a growing expectation that we should be able to interact in a similar way with private and public sector organizations that provide citizen-facing services." – Bill McCluggage, Chief Technologist – Public Sector at EMC Computer Systems (UK) Ltd.*

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## The Solution: Case Management Provided as a Managed Service

### Why case management?

Case management addresses the full lifecycle of information, which comprises capturing information in various sources and formats, managing and processing it as an aid to decision-making, providing the right user experience, and outputting decisions or outcomes.

The vast majority of public sector activities can be understood in terms of case management. Correspondence management, citizen registration, investigations, and digital evidence management are just a few examples.

In all these situations, effective automation of case management processes allows staff to base their decisions on comprehensive information, available instantly and from anywhere. It makes collaboration effortless, and processes agile enough to respond rapidly to changing stakeholder needs and expectations.

The right case management solution gives public sector leaders the power to streamline the way their organization works. It eliminates paper at the point of origin and provides all decision-makers with a single version of the truth, available wherever and whenever required.

### Business scenario 1: Correspondence management

The agency receives letters of complaint and appeal which are distributed to teams who investigate and respond – usually manually. There are delays as paper is routed through the organization, and stored paper takes up expensive office space.

The agency adopts case management, implemented as a managed service, to provide a standardized process for all incoming correspondence, moving it to digital channels where possible.

The process speeds up dramatically. Scanning accuracy improves to 95%, reducing effort required in processing correspondence by over 2000 days. Staff have earlier access to correspondence, which reduces processing times by many days. Automation accelerates the process further. Correspondence is always routed to the right department, is processed efficiently, and receives the right response. Costs are reduced and errors avoided. Filing requirements are minimal.

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*"Casework is a fundamental component of most public service delivery chains, and it is often seen as a time-consuming and wasteful 'necessary evil' of public sector bureaucracies. However, the maturing cloud-based services market has provided an opportunity to redesign casework using an 'as a Service' approach." – Bill McCluggage, Chief Technologist – Public Sector at EMC Computer Systems (UK) Ltd.*

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## Why “as a Service”?

We have just argued that an effective case management solution can address many public sector challenges. However, given the constraints currently faced by public organizations, the costs of implementing and maintaining such systems can seem prohibitive, and their time to value unacceptable.

The answer is to make case management available as a cloud-based managed service. This is a low-risk approach that minimizes both upfront investment and total cost of ownership (TCO), while providing maximum flexibility and rapid time to value.

The “as a Service” concept means that organizations have access to a fully-functioning, ready-configured case management system, hosted and supported in a third-party data center, and can pay for it on a per-case basis. There is no need to invest in new infrastructure or support staff, or to deal with the cost and complexity of implementing and operating a case management solution on site.

Since using a managed service does not require a large capital outlay, organizations can procure the solution through existing frameworks without a lengthy tender process. If business requirements grow or change, then they have the flexibility to extend or scale the solution, again without the need for capital outlay or investment in new infrastructure.

### Business scenario 2: Citizen registration

This public sector organization deals with citizens who register for a service or benefit. The current process is fragmented, with a mix of online applications and expensive paper-based activities. A single view of process and information is difficult to achieve, and cases are often misplaced.

The solution is to introduce digital working practices via the adoption of case management as a managed service. With the “as a Service” approach, the agency sees value on day one because the case management solution is ready for immediate use (its preconfigured rules can be tweaked later to meet the agency’s specific needs).

Processes rapidly become more reliable and staff are freed up from routine administration to tackle customer-facing tasks. The risk of fraudulent claims, or incorrect rejection of claims, is greatly reduced because staff have full visibility of an individual’s overall position.

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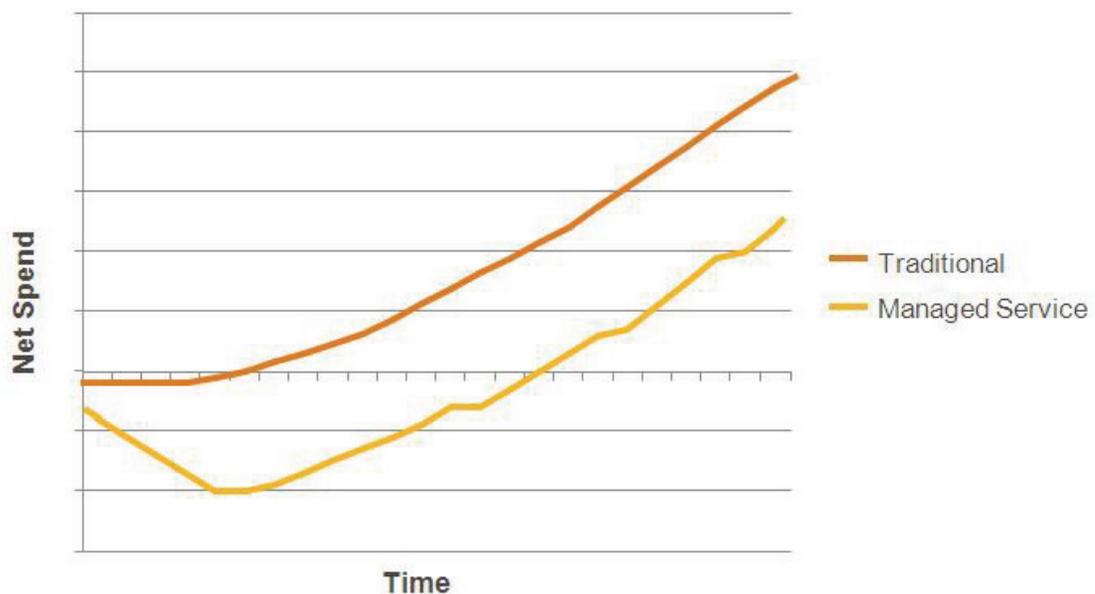
*“The public sector can no longer afford the traditional approaches to IT. There is now a ‘burning platform’ that demands 20%+ budget reductions. IT needs to play a key role in enabling these reductions, and ‘as a Service’ approaches are a way to make that happen.” – Nick James, Vice President, Capgemini Public Sector*

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## Business Benefits of the Approach

A case management solution provided as a managed service can offer lower TCO, accelerated delivery (weeks instead of months), greater flexibility, and a richer user experience. User organizations get a fully integrated solution that addresses public sector processes and applications with low risk and a rapid time to value.

In fact, compared with a traditional implementation we believe that this approach can save 20-30% of overall costs. The chart compares the cost/benefit profile of a typical case management implementation with case management provided as a managed service.



**This saving is achieved in four main ways:**

- The cost to implement is reduced by using a solution that is already available.
- The cost to get started is reduced by leveraging the “as a Service” model.
- Services can be purchased on a utility basis, without the need for a large upfront investment.
- The cost to run and maintain solutions is reduced by using a single platform to meet varied business needs.

**With the right case management solution and hosting options, this approach:**

- Reduces time to value and increases payback.
- Increases flexibility.
- Enables fact-based decisions. Improves productivity and efficiency.
- Increases service levels.
- Reduces procurement and implementation risk.
- Ensures compliant and secure information management.

# The Case-as-a-Service Solution from EMC and Capgemini

## Business scenario 3: Investigations

This agency conducts long investigations with large amounts of data and multiple workflows. Its 40,000 users process around 20,000 case per annum. Its current solutions are outdated and unwieldy and have become expensive to run and maintain.

By using case management, provided as a managed service, this organization gains end-to-end visibility of, and control over, progress and performance, even for highly complex business processes. The agency not only streamlines existing processes but also gains the flexibility to respond rapidly to future change, since end-users are empowered to reconfigure processes, workflow and management information themselves with no risk to governance or security.

Our pioneering Case-as-a-Service offering is an end-to-end case management solution provided as a cloud-based managed service. It is delivered as a pre-existing, IL3 accreditation ready platform, offering the benefits of speed, simplicity, cost-effectiveness, and in-built innovation.

The solution provides pervasive governance, with full audit trail and management of records retention. It offers a rich user experience, with access to information from any device, any time. It comprises a completely integrated, proven technology stack:

<b>Fully managed service</b>	Hosted, operated and supported by Capgemini, so client needs no IT resources to deploy or maintain it
<b>Secure cloud-based environment</b>	Secure and flexible hosted environment based on VCE Vblock technology comprising VMware for virtualization, Cisco servers, EMC Ionix for provisioning, and EMC for storage
<b>Document capture</b>	Capture based on EMC Captiva, which transforms paper from a liability into a business advantage by converting paper, faxes and other content into application-ready information
<b>Case management and processing</b>	Case management and processing based on EMC Documentum xCP, which leverages predefined accelerators and best practices to automate public sector processes
<b>Personalized Branded output</b>	Output based on EMC Document Sciences, which allows rich, personalized and branded communication that improves constituent relationships and perceptions

## Conclusion

In the current economic and political climate, the public sector needs to do the same – or more – for less. The answer is to use the latest case management solutions, enabled by an integrated technology stack. But major technology implementations can seem out of the question because of spending constraints.

By adopting case management on a managed service basis, organizations can overcome these constraints and obtain the flexibility to meet the changing demands of citizens and other stakeholders. Authorized users are empowered to reconfigure processes, workflows, correspondence outputs, and management information in response to shifting requirements. Strong information governance and security are automatically maintained. Since the solution is completely scalable, IT departments avoid the need to provision hardware or forecast requirements. There are no contractual lock-ins.

With the CaaS approach, public sector leaders can immediately begin to realize their vision of an agile, effective and efficient organization.

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*“Today’s political, economic and societal changes require governments to be much more agile, something that doesn’t come naturally. A Case-as-a-Service approach is now a viable and cost-effective alternative to previous options.” – Bill McCluggage, Chief Technologist – Public Sector at EMC Computer Systems (UK) Ltd.*

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## About EMC

EMC Corporation is a global leader in enabling businesses and service providers to transform their operations and deliver IT as a service. Fundamental to this transformation is cloud computing. Through innovative products and services, EMC accelerates the journey to cloud computing, helping IT departments to store, manage, protect and analyze their most valuable asset — information — in a more agile, trusted and cost-efficient way.

Additional information about EMC can be found at [www.EMC.com](http://www.EMC.com).

## About Capgemini

With around 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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