FIFTHQUADRANT
Delivering Differently

Transforming Public Sector with Infor Powered by AWS

How Public Sector organisations can leverage technology to accelerate their transformation

infor Public Sector Reseller

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Addressing Public Sector challenges

Public Sector organisations are facing unprecedented challenges catalysed by the Covid pandemic; from balancing finances and managing resources, to meeting evolving service demands and adapting to increasing requirements for digital delivery and data transparency from customers and stakeholders.

Finance first - Public Sector organisations are struggling to ensure that their financial positions are robust and sustainable. For some, this has led to emergency measures and for others, to total failure. Having a tight and insightful management of income and expenditure, with effective financial performance and forecasting measures is crucial.

Integrated finance systems are key enablers allowing organisations to manage costs, revenues and information from multiple sources to support effective decision making. Efficiency and cost reduction is only one side of the finance first equation. The balancing factor of raising income through commercial activity will be an increasing feature of future operating models. Many will struggle to adopt a viable stance and manage multiple demands in terms of governance and adapting traditional service structures.

Organisations need to exploit their unique market opportunities to add value to current service offers, or develop new ones, to monetise value creation. This requires a new approach to risk and cultural change. Additionally, it requires a deeper understanding and usage of data to shape new offers, analytics to test business cases, and responsive customer fulfilment systems to maximise customer experience and potential income.

Going digital and value creation - Many organisations recognise the demand to digitise services but often overlook the critical perspective of customers, citizens, and suppliers. Many are shackled by legacy systems, locking essential data into silos, which limit fast and effective changes in service. Enabling integrated digital services, making services clear and highly accessible to customers through digital channels will maximise customer engagement, secure income collection and drastically lower the cost to serve. This increases financial security as well as enhancing reputation and increasing trust in Public Sector organisations.

Going digital and unlocking value does not have to require significant capital expenditure or IT investment if adopting Cloud services for example. It can in fact, reduce asset costs and liabilities, increase workforce effectiveness, agility and increase both employee satisfaction and productivity. This has a positive effect on revenue costs and skills retention. Customer experience improves, cementing reputation and brand loyalty, as well as political or Board level confidence. It is also critical in supporting and realising any commercial ventures to increase income and balance the books.

Organisations are seeking to rapidly transform how they engage with their customers, employees, and partners.

Public Sector challenges include:

- Finance first
- Going digital and unlocking value
- Customer first
- Operating in the new normal

Addressing Public Sector challenges

Customer first - High-quality and empathetic customer service is arguably now the primary metric for evaluating the effectiveness of Public Sector organisations; with customers making direct comparisons with their preferred private sector providers and the digital experience. Customers are demanding more control over their own data and greater transparency in how decisions about them are made, or to be made with them in co-operation.

This requires organisations to radically change their approach and business purpose to push much more of their processes, data and activity to the forefront, and into the customer's hands rather than hidden behind organisational hierarchies, policies, and internal silos. This has become more relevant through Covid-19 and the Public Sector will need to catch up or risk a reduction in confidence and loss of trust. "Customer first" challenges organisations to realign and modernise their traditional structures against customer demand, providing opportunities to reduce unnecessary processes, cut costs and integrate back-office systems more efficiently.

Operating in the "new normal" - All organisations are coming to terms with operating in new ways and supporting employees, whilst maintaining the provision of services. Understanding your employees flexible working models and balancing this with the organisation's needs requires good systems and accurate data. This enables better career and skills planning as well as budgeting of employee costs. With the likelihood of permanent blended working arrangements, it's even more crucial that digital methods are used to keep a distributed and remote workforce engaged, involved, and informed. Building virtual communities will become a requirement in the future working environment, ensuring performance and personal support is available to individuals away from the desk.

Most organisations, private and public, are urgently rethinking their office and corporate assets in the light of the new normal and abrupt changes in the way the workforce will or can work. This means that corporate infrastructure costs can be substantially reduced as digital allows the organisation to scale, adapt and flex without the dragging anchor of property and costs of asset maintenance. This can be achieved with no reduction on an organisation's impact and presence in customer's lives. Meanwhile, moving to a blend of virtual and physical allows organisations to mitigate major shortages in workforce skills and talent retention, and some of the released capacity can be directed to the front-line, with a focus on the personalisation of services to satisfy increasing customers demand for empathetic and tailored services.

The key to optimising across these four challenges is having access to robust systems and data in real time. To have systems using this data available anytime, anywhere and any place through the cloud, free from the cost and intransigence of localised storage and curation.

Here barriers to organisation information and intellectual capital can be collated, analysed, and energised to give leaders the tools to enable their organisations to modernise.

With the right information, decision makers can be confident in addressing the challenges facing Public Sector organisations and society as a whole.

Connecting to Infor Public Sector cloud

Most Public Sector organisations have core operational systems still running on legacy on-premise infrastructure that in-house teams must manage and secure. Whilst many have plans for digital transformation, diverting time and resources away from the critical issues they face today may feel counterintuitive, especially given the financial instability many organisations are experiencing. The cloud leads to a healthier future with benefits including cost, agility, innovation, and scalability that on-premise systems can not match.

By investing today in applications that are hosted in a secure cloud environment, organisations can address their immediate challenges whilst ensuring they are able to respond and thrive in the face of future uncertainty. Being connected to the cloud allows access to and the ability to combine diverse data sets, apply advanced analytics, predict outcomes with rapidly changing variables whilst meeting citizen privacy and compliance regulations. This allows organisations to utilise cutting edge technology whilst saving money through automatic updates and new version releases, managed by the cloud provider. The cloud enables innovation and offers tools and services that users of any technical ability can leverage.

For decades, there has been a disconnect between customer service provision and an organisation's IT systems. However, technology is now helping teams to connect the complicated business of running a Public Sector organisation with the desire to serve others. The key to this shift will be embracing solutions that allow organisations to capture relevant customer, citizen and operational information and applying analytics that allows actionable insights to drive meaningful change to day-to-day operations.

This eBook explores the citizen, customer, and operational benefits organisations can realise in the cloud.

Address immediate challenges:

- Manage costs
- Ensure all revenues collected
- Understand customer demand & available resources

Improve value over the long-term:

- Move to variable costs where applicable
- Drive digital service to unlock value & lower costs
- Build remote workforce
- Leverage data across systems to drive innovation

Enabling customer centricity and digital services

Across Public Sector organisations, data is captured multiple times to support service provision or supplier procurement. Often data is captured in multiple formats and in unconnected systems across the IT landscape. Managing and maintaining this data comes at a financial cost to organisations and impacts the ability to service citizens, manage stakeholders and collaborate with partners. There is also a cost to citizens in terms of less efficient services and the inability to reimagine service provision is impeded because of disparate systems.

Challenges with data capture and management reduce the ability to leverage new technologies such as Internet of Things (IoT) devices, mobile app service provision, chat bots, process automation and more. The complexity of connecting and combining these disparate sources has prevented many in the Public Sector from using advanced analytics and machine learning to enhance the citizen experience.

The cloud helps organisations implement change by allowing them to quickly develop and deliver industry-specialised solutions using a pay-as-you-go model. Now, Public Sector organisations of all sizes and localities can easily adopt services that help them improve citizen services whilst lowering their cost and increasing their agility, scalability, and innovation capabilities. By embracing cloud solutions, organisations can cost-effectively access the capacity, security, intelligence, and raw computing power necessary to turn data into insights and actions.

Service transformation 2.0 checklist

Are you using data to improve demand planning, delivery and tracking of service provision?

Are you capturing common data once and reusing and augmenting to drive service innovation?

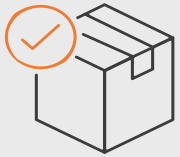
Are you using AI and automation to reduce the strain on your providers?

Realise operational efficiencies and insight

From an operational perspective, many Public Sector organisations have already started to connect back-office systems like finance, supply chain, and human resources to create a more holistic view of their business for enterprise resource planning purposes. Within Central and Local Government there is now the opportunity to connect many data sources seamlessly through data sharing initiatives to transform and reduce the cost-of-service provision. The data insights gained will improve financial decision making, workforce planning, and understanding the cost of operations.

Cloud solutions leverage scalable, on-demand capacity and modern technologies, like advanced analytics, Machine Learning (ML) and Artificial Intelligence (AI) to increase agility and lower costs. With the cloud, supply chains can be optimised, financial reporting improved, and cost and revenue more accurately forecasted. This allows improved financial projections to be delivered faster than ever before, all whilst reducing costs and lightening the burden of administration and compliance.

Operations 2.0 checklist



Is your supply chain automated to improve visibility from end to end?

Are you maximising revenue collection and reducing costs – moving to variable where possible?

Are your staffing models accurate and responsive to changes in patient demand?

Infor Public Sector platform

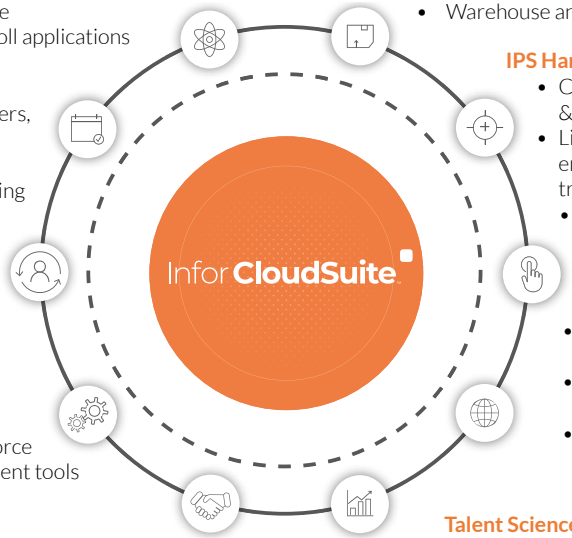
The Infor Public Sector Platform offers organisations a suite of functionality that will evolve with them over time and allow them to realise the benefits of the cloud. The platform means breaking down the silos between the ERP and Customer Services to enable higher quality and more efficient delivery of citizen / customer services. Infor's solution surpasses traditional enterprise resource planning (ERP) software systems because it uses customer first functionality to close decision-making and efficiency gaps that Public Sector organisations typically must bridge themselves.

Human Capital Management
- Talent acquisition, development and performance management
- Benefits, time entry, and absence management
- Employee and manager self-service
- Configure and integrate with Payroll applications

Enterprise Financial Management
- Unlimited financial calendars, ledgers, dimensions and basis reporting
- Receivables, cash management, budgetary controls & financial dosing
- Grants, projects, asset accounting

Workforce Management incl Rostering
- Optimise labour management and productivity
- Enhance workforce planning, execution, and analysis
- Delivers time and attendance, demand-driven scheduling, workforce scheduling, and absence management tools

Business Intelligence
- Powered by Birst — Leading web-based platform
- Embedded, actionable analytics
- End user friendly analytics
- Access multiple data sources w/ automated tools



Supplier Management
- Requisitions and self-service
- Purchase orders, p-cards and supplier portal
- Strategic sourcing and contract management
- Warehouse and inventor/control

IPS Hansen
- Complete community development & regulation (CDR)
- Licensing, permitting, planning enforcement, projects, planning, trade licensing & use permits
- Utility billing

Embedded Risk and Compliance Controls
- Enforces segregation of duties (SOD) and compliant provisioning
- Identifies suspicious, fraudulent or erroneous transactions
- Automates periodic attestation to meet County and Central Government guidelines

Talent Science
- Embedded science for talent acquisition and detrainment
- Behavioural and performance data
- Predictive talent analytics
- Performance, development, and compensation

The Infor stack

The Infor stack is made up of applications built for the cloud that enable transparent and predictive supply chain optimisation, networked analytics, and AI-led user experience. The underlying operating system, Infor OS, seamlessly connects services bringing together business processes and AI to create a unified experience that allows customers to be flexible and agile in the cloud. Embedded collaboration, document management, and business process management within enterprise systems enables real-time collaboration and information sharing.

- **A.I.**
  Coleman
- **Analytics**
  Birst
- **Network**
  Commerce and IoT
- **Cloud**
  Industry CloudSuites
- **Industry**
  Last-mile features
- **Platform**
  Infor OS

Leveraging the power of cloud

The Infor Public Sector Platform offers organisations a suite of functionality that allows them to realise the benefits of the cloud and a connected solution that grows with them over time.

Central Government - Central Government organisations need to drive efficiencies in the provision of services they provide and undertake whole nation, population data analysis to support a range of forecasts and models that inform policies and processes centrally or locally. This can range from forecasting employment trends and skills demand through to informing education and training policy; predicting pressures on the Benefits or social care system from societal change, to using satellite imaging to check on farming land and use of Government subsidies for woodland development. Technology and data integration can support traffic modelling and crash detection as well as assessment of demand for new routes or changes in public transport modes. The cloud enables public bodies to augment their own data sets to create new insights that define and change Public Sector services.

Local Government - Cloud solutions enable local authorities to share data across Directorates permitting increased customer self-service channels to reduce cost to serve and increased efficiency. Solutions such as telemetry and IoT can fundamentally change the provision of services for supporting older people at home. Customer satisfaction tracking and rapid service redesign can be based on actual demand as well as forecasts using local population data modelling. This can support resource planning and budgeting. In the field, access to data can enhance emergency responses, enable on the spot decision making with telemetry and remote surveillance for flood risk monitoring or to track fly tipping.

The cloud enables public bodies to augment their own data sets to create new insights that define and change public sector services.

Cloud solutions enable local authorities to share data. In the field, access to data can enhance emergency responses and enable on the spot decision making.

Nationwide population analysis using advanced AI is now possible.

Cross-directorate data sharing enables self service and drives greater efficiencies.

Leveraging the power of cloud

Education – Local authorities, universities and colleges have the ability to utilise cloud to transform not only the operational aspects of education provision and management but also the way education is delivered. Operationally, cloud solutions allow efficient processes for HR and finance but also procurement and asset management. The power is aggregating the data across previously different systems to understand revenues, costs, assets and resourcing.

From an education delivery perspective, cloud provides the opportunity to develop personalised learning plans and support blended and remote learning. More importantly cloud enables the ability to track and report on performance and progression at student level. This information provides insights to interventions required as well as enable understanding of potential mental health issues. Cloud allows access and storage of digital assets, collaboration across students, schools and geographies through interactive forums. Cloud allows learning to be brought to life.

Blue light services - Emergency services have been under significant pressure during the pandemic to deliver services, balance staff rostering and welfare with managing costs and assets. These challenges are unlikely to disappear but cloud solutions allows better understanding of demand, through modelling and predicting demand based on population data and local trends. This will enable blue light services to predict demand and allow for fire and ambulance appliance readiness. Additionally demand forecasts can be used in workforce planning and rostering.

Trend data can support home safety resilience and analysis of failure points as well as prediction of certain crimes such as burglaries. Technology such as radio-frequency identification (RFID) targets can be used to ensure that all assets after emergencies at a fire for example are loaded back on to the correct fire trucks and inventory assessment after each incident.

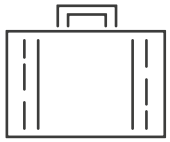
Not for profit – Engagement with the public is critical for this sector, to support fund raising, accessing hard to reach groups that need the services of these organisations or engaging with potential volunteers. Data sits at that heart of these organisations and enabling the insights to drive fundraising campaigns, signing up new volunteers or partnering with Public Sector organisations to meet the hidden areas of need, and the under provisioned or inaccessible groups. Cloud provides opportunity to share data for common goals securely and efficiently.

Transform education provision and delivery to streamline back office operations. Enabling focus on developing personalised learning with blended and remote learning.

Proactively manage critical equipment by using technology to understand and track assets, ensuring they are available and operational when required.

Use HR systems to understand and engage volunteers, schedule their availability and better plan valuable resources.

Bring cloud benefits to your organisation with Infor Powered by AWS



Improve service delivery

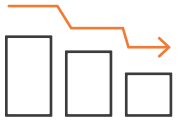
Infor makes it easier to put data insights at the fingertips of your front-line staff so they can make more informed decisions. Using flexible, responsive management tools from Infor, you can optimise staffing to better meet the changing needs of directorates and departments.

- Securely view all citizen and supplier data from different providers in a single console using interoperability solutions
- Run artificial intelligence (AI) and machine learning (ML) algorithms to better understand service demands and resource gaps

Optimise staffing

Using flexible, responsive management tools from Infor, you can optimise staffing to better meet the changing demands across the services being provided. Infor solutions help shape the processes used by employees to ensure that they can access rotas and HR records across a variety of devices such as mobile phones, tablets and PCs.

- Schedule resources using models that reflect the needs of service delivery directorates / departments and citizens walking through the door today and the use of location-based intelligence to redistribute staff in response to real-time changes
- Enable employees to coordinate and manage shifts



Reduce provider job strain

Infor solutions help shape the process used by front-line staff to conduct and record visits to homes or business premises, enabling them to readily adapt to changing procedures and government regulations.

- Use AI voice transcription to simplify documentation processes and reduce the job strain of typing
- Using a combination of Infor and Amazon Web Services (AWS) we can provide services that allow customer self-service, freeing up front-line staff to address more complex issues

Bring cloud benefits to your organisation with Infor Powered by AWS

Optimise supply chain

Operations teams can take a proactive approach to supply chain management by using Infor solutions to be more predictive.

- See exactly where your inventory is with a dashboard that combines data from Bluetooth or RFID and IoT devices into a single view
- Establish a just-in-time predictive stream that tracks assets such as medical equipment through location-based intelligence

Improve financial models

Retrospective models that were used to project future financials can be a detriment to organisations in today's changing environment. Infor solutions use near real-time data to help you stay nimble and aware. Infor solutions can reduce the restrictive burden of sharing data and support creation of department and consolidated forecasts.

- Understand how the recent shift in citizen demand and service provision impacts the financial health of your organisation
- Build new, agile models that better help you predict demand by services and how your organisation can respond

Meet compliance regulations

Infor solutions can reduce the restrictive burden of sharing information across Public Sector organisations and ensure you operate within the data sharing guidelines.

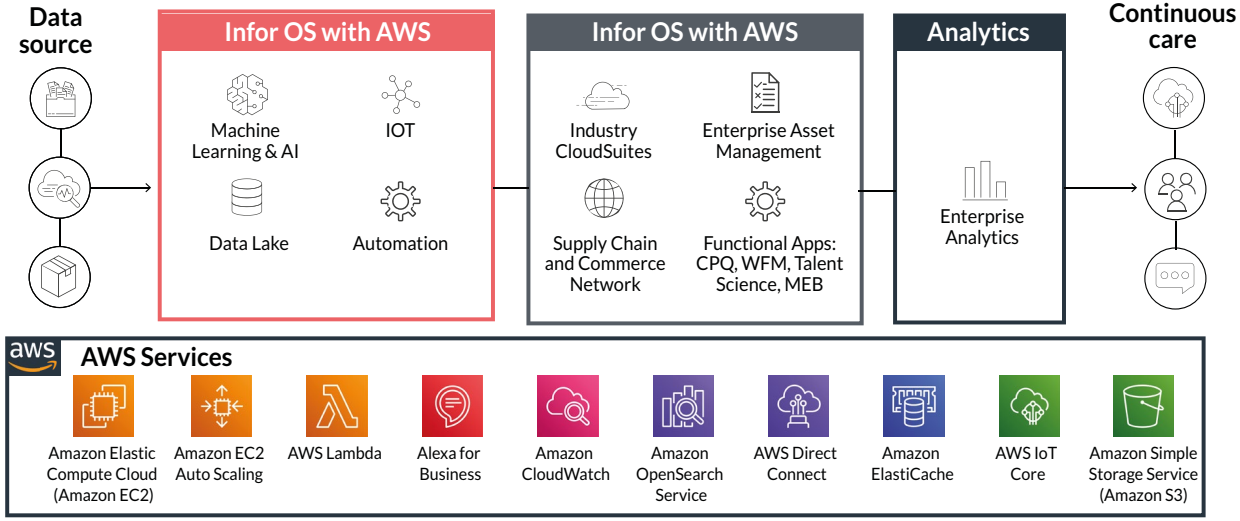
- Make customer data more useful and transferable through open, secure, standardised, and machine-readable formats
- Continue to evolve interoperability practices to make data sharing with other secure government bodies and payers more fluid

Infor solutions Powered by AWS

Infor partnered with AWS because it allows them to build efficiently in the cloud at scale—securely leveraging open source technology. Through the AWS global infrastructure, Infor empowers customers to benefit from AWS Cloud expertise and economies of scale. Fully managed services on AWS free up internal development teams to focus on creating more innovative functionality and enable faster software delivery to customers.

The unique power behind Infor's ability to increase the agility of Public Sector operations comes from the approach used to build and finetune performance enhancing capabilities on AWS. By architecting the solution to work hand-in-hand with the world class capabilities of AWS, Infor delivers Public Sector organisations the systems, the power and responsiveness needed to stay ahead in an increasingly complex environment.

Infor's framework includes other capabilities from the AWS service portfolio that support the Public Sector organisation, including federated services to permit single sign-on across the organisation, automated logging and monitoring, and a full range of industry-grade cloud infrastructure elements. The superior delivery model, competitive cost structure, and proven record of operational excellence of AWS complements Infor's industry-specific software.



Key benefits of running Infor on AWS

AWS infrastructure located in **81 Availability Zones within 25 geographic regions and 175+ global data centres,** perfect for serving hundreds of thousands of customers in +190 countries

Easy to run a high availability, fault tolerant environment that **scales seamlessly across UK for storage of Public Sector data**

Access key technology service offerings developed, updated, and managed by AWS such as IoT, analytics, machine learning, digital assistant, blockchain, augmented reality

Public Sector transformation ideas

Below are some ideas on how today's technology from Infor and AWS can support Public Sector transformation; address the digital, customer and finance first challenges, as well as support operating in the "new normal".

Voice commands

Voice assistant technologies such as Amazon's Alexa, can be utilised to fulfil digital service requests from organisations such as local authorities and be used to set reminders i.e., 'Alexa, when is my bin day?', 'Alexa, can I have a special bin collection from my front door?', 'Alexa, when should I take my medication?'. Voice assistant technologies democratise access to digital services, removing the need to have to see, or physically interact, with devices.

Digital audit

The routine capture of digital data such as images and audio can be used to drive digital audits. For example, the daily capture of both construction images and audio, can be used to ensure that buildings are being erected to specification, complying with agreed material standards, keeping within permitted noise levels, and providing a future audio-visual archive to support potential investigations of accidental or deliberate standards violations.

Artificial intelligence

AI can be utilised across digital contact channels such as webchat, where high-volume and low-complexity enquiries are frequently received. The use of AI reduces the need for the high-cost human intervention traditionally used to handle these contact queries – not only reducing operating costs and increasing productivity but providing a more responsive customer experience and decreasing the time taken to resolve enquiries. Staff can instead be better deployed on complex and value-adding interactions, where judgement and empathy are required, leading to a better customer experience.

AI can also be deployed within the high-volume, low-complexity environment of handling standard planning tasks. Algorithms calibrated against agreed local planning policies and standards, can grant permissions in minutes rather than months, allowing planners to focus on complex or contentious planning issues.

Asset management

The tracking of assets such as vehicles and buildings through remote sensors and telemetry, can help monitor their usage and potential abuse. In some circumstances, such tracking can be used to notify when services are required and advanced diagnose impending component failure, providing advance diagnostics before a crisis.

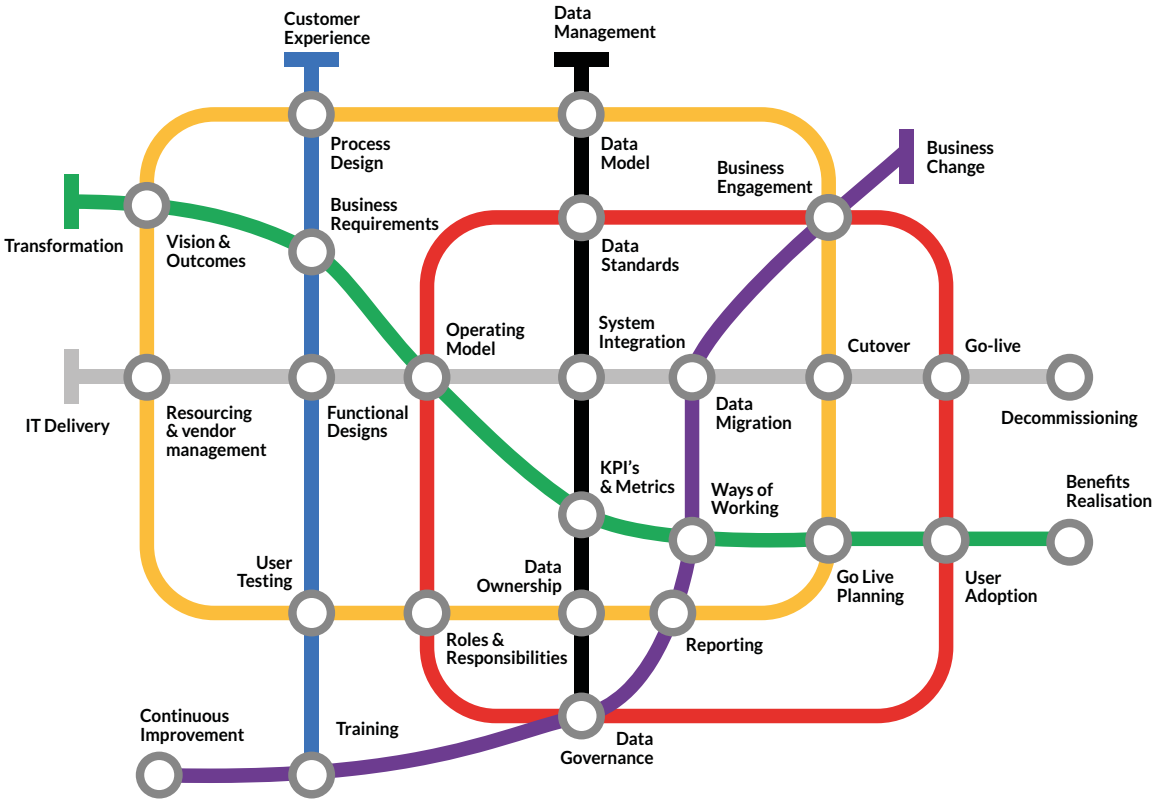
Activity alerts

Remote monitoring and sensors provided through IoT devices can be used to remotely monitor senior and vulnerable people's safety. Such 'telecare' can be used to track myriad characteristics such as acoustics, heating controls, fridge temperature, hydration levels.

Enabling cloud transformations

FifthQuadrant's expertise comes from years of supporting clients through complex programme deliveries. Our experience from multiple transformation programmes has highlighted common challenges that arise due to lack of clarity regarding the transformation objectives: IT Delivery; Customer Experience; Data Management and Business Change.

Our value comes in understanding the connected nature of process, system and data changes and enabling organisations to adapt, change and fundamentally deliver differently.



Critical success factors that need to be managed are:

- Clarity of the transformation vision and journey
- IT delivery – from vendors and internal organisation
- Customer experience – experience of the employee to engage in the system
- Data management – not underestimating the data challenges
- Business change and ensuring organisation is ready for new systems
- Programme governance and delivery schedules
- Programme team – collaborative effort from all sides

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FIFTHQUADRANT
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