



CIVICA

3-minute guide to Managed Services



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1 What are managed services?

A managed service is any contracting arrangement whereby an external provider manages and operates IT systems, infrastructure and/or whole business processes on behalf of a customer. The service provider takes responsibility for managing some or all of the technology and associated service levels. Able to access and share the cost of expert resources with associated management, cost and capacity benefits, the customer can focus on delivering sustainable and affordable services.

2 Can managed services help me to do more with less?

In the current environment where organisations face relentless service and efficiency demands, managed services provide the foundation for assured and efficient service delivery with reduced cost and risk of technology ownership. They provide the means to ensure critical public services are available and achieving value for money, while replacing unpredictable or fixed costs with a monthly charge or usage-based fee and reducing capital expenditure and the need for expensive office space. Larger scale managed service opportunities can also address issues on investment, job generation and social enterprise challenges. In addition issues such as high levels of turnover and retraining of new skills to support new work processes or styles.

3 How else can a managed service help me?

Improved services and increased efficiency are delivered by cost-effective processes. Many organisations are challenged to update and resource supporting processes and infrastructure, and to integrate these with front line, back office or mobile IT systems; a situation compounded by increased workload, staff cutbacks and the rate of change of technology. Passing the responsibility for day-to-day running of supporting processes and systems to a specialist provides access to the experience, capacity and best practice to support service delivery now and in the future. With services provided either as stand alone components or as part of a full service, customers can tap into essential resources, while retaining full control of their operations.



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4 Aren't managed services just for those with poor in-house IT?

Not at all. The approach recognises that the business need is best served when organisations and their partners work together with a shared vision and a shared commitment while focusing on what they are individually best at. Running supporting processes, including IT, is not a core function for many organisations, but it is the core competence for Civica. Using a managed service is often a sign of an effective in-house department, which is focused on improving service provision.

Managed services can help overcome resource and performance issues but they will not fix poor business processes. Rather they provide an effective management tool that integrates people, processes and technology in the search for better performance and reduced risk.

"The new managed service goes one step further to make e-payments easier, secure and seamless. We don't want to worry about the administration burden of payments which should help us to make further significant cost savings and efficiency gains."

Nadine Muschamp, Head of Finance, Lancaster City Council.



5 What examples are there of managed services working effectively in the public sector?

Sheffield City Council – As ICT partner for Building Schools for the Future (BSF) in Sheffield, Civica is helping to deliver an ambitious vision with a Managed Learning Environment and IT managed service for over 1,000 pupils and staff. Following highly successful delivery of new schools in Sheffield, the programme was awarded Most Effective ICT Partnership within BSF.

Railway Housing Association and Benefit Fund – As well as providing the Railway Housing Association with its Housing Management system, Civica provides a server hosting solution across housing, finance, office administration and additional central services. Supporting users across 5 sites and eliminating the requirement for day-to-day PC-based management, the service has enabled the Association to save money and to maintain tighter budgetary control.

London Borough of Greenwich – Greenwich is transforming its financial operations with a hosted financial system from Civica to ensure faster, integrated reporting through web-based general ledger, debtors and creditors applications used by approximately 800 people.

London Borough of Haringey – Civica is delivering a long term managed service to help Haringey Council's award winning parking team to improve performance while handling ever-growing volumes, including 200,000 penalty notices, 13,000 permits and 60,000 items of correspondence a year. Civica manages systems together with related infrastructure including support and refresh of handheld equipment.

Singapore Ministry of Education – Civica is providing a national managed libraries service for over 350 primary, secondary and junior college schools in Singapore, including systems hosted and managed by Civica, centralised collection services and provision of library manpower. The provision of specialist English literacy reading collections into every primary school classroom saw more than 130,000 books delivered in September 2009 alone.

Consumer Direct – Civica's hosted case handling solution has been adopted by the 11 regional Consumer Direct centres to provide services to assist more than 1.7 million people, with migration completed in less than 3 months.



6 Does a managed service guarantee service performance?

Civica's managed services are delivered to a Service Level Agreement (SLA), defining the minimum service standard to be delivered and ensuring full accountability of the provider for achieving it. SLAs need to be measurable and enforceable, with the flexibility to take account of change. They must balance business requirement and cost and relate to IT-based processes, not as traditionally to the technical performance of hardware. An SLA is not a guarantee but it means that Civica is strongly motivated to deliver high service standards.

7 Is this a partnership arrangement?

Successful managed services demand a long-term relationship between customer and supplier with shared commitment. Trust, cooperation and flexibility are among the essential ingredients, as is customer confidence about the supplier's financial and operational stability. Partnership implies that both parties play to their own strengths but at the same time understand each others needs.

8 When are managed services appropriate?

Certain functions stand to gain more from managed services. Front line services and core income and expenditure departments are particularly appropriate because any loss of service represents a direct impact on the delivery of key public services or on the treasury. For high volume areas, or organisations with distributed sites and resources, the efficiency and consistency gains from managed services can be particularly significant.

With the challenge of information and data security, managed services can ease information access and assurance across all departments and provide a foundation for business continuity. In particular, Civica has achieved Payment Card Industry (PCI) compliance with rigorous controls in place to ensure that payment transactions adhere to the strict security standard. PCI compliance is vital for organisations that need to host payment systems in a controlled and secure environment.



9 Why should I use Civica as a managed service provider?

Civica is a market leader across local government, social housing, education, enforcement and health care. Its unique combination of deep public sector experience, specialist application software and managed services expertise provides an outstanding resource. The company provides the people, processes and infrastructure necessary to achieve sustained and affordable services and to extract more value from existing and new IT-based investment.

Civica has a proven track record in the UK and internationally from future schools programmes in the UK and Singapore to hosted e-payment solutions for 36 local authorities and the e-commerce infrastructure for the UK's largest sports mail order company. The managed service model has become the preferred method of delivery in many areas underpinned by the company's ability to deliver applications and infrastructure remotely from our resilient virtual environment operating to ISO 27001 standards. The company has also achieved notable firsts in the delivery of specialist business process outsourcing services.

However the main reason to consider managed services from Civica is so that you can focus on your customers and your services while we manage the underlying technology foundation at reduced cost and risk.

Civica is a market leader in software-based IT services that help to improve service delivery and efficiency, with specialist expertise in local government, social housing, enforcement, education, healthcare and regulated markets. Blending consulting, software and managed services, the group supplies more than 1,800 customers in the UK, Australia, New Zealand, Asia Pacific and the USA, including 90 per cent of the UK's local authorities.

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