UK Public Sector

WE MAKE THE WORLD WORK BETTER

servicenow
ServiceNow helps governments modernise

The UK Government is one of the oldest and largest providers of services in the UK.

It employs 5.7M\(^1\) public sector personnel in the UK, across 411 agencies\(^2\), delivering services to almost 67m people.

Two thirds of government expenditure\(^3\) is equated to delivering these services and as with many sectors globally, the demand and pressure to digitally transform is a key objective of governments and their leadership.

All government offices, departments and agencies in the UK face a constant challenge obtaining and deploying modern systems and tools.

Budgets are limited and funds often go towards maintenance of existing systems rather than investments in modern software with recent analysis by Government Security indicating that almost 50% of current Government IT spend (£2.3bn out of a total central Government spend of £4.7bn in 2019) is dedicated to ‘keeping the lights on’ activity on outdated legacy systems with an estimated £13-22bn of risk over the coming five years\(^4\).

As a result, organisations are stuck operating on disconnected, manual-intensive, legacy systems that stand in the way of modern convenience and prevent the type of seamless experience many people have come to expect in today’s connected, real-time society.

The modernisation of UK government systems will help enable organisations at all levels to work more effectively.

Sources

1. [www.ons.gov.uk/employmentandlabourmarket/peopleinwork/publicsectorpersonnel](http://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/publicsectorpersonnel)
2. [www.gov.uk/government/organisations/agencies_and_other_public_bodies](http://www.gov.uk/government/organisations/agencies_and_other_public_bodies)
3. [ifs.org.uk/taxlab/key-questions/what-does-government-spend-money#:~:text=Around%20two%2Dthirds%20of%20the,credit%20and%20the%20state%20pension](http://ifs.org.uk/taxlab/key-questions/what-does-government-spend-money#:~:text=Around%20two%2Dthirds%20of%20the,credit%20and%20the%20state%20pension)
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ServiceNow is currently working with several organisations across all segments of UK public sector helping them to:

1. **Increase Employee Productivity** - ServiceNow’s solutions will help modernise operations and streamline internal processes for government employees

2. **Improve Citizen Experiences** - Better workflow solutions produce seamless, more efficient processes, and give the citizen the modern experience they expect

3. **Mitigate Risk** - Updating old systems and centralising all information in one workflow allows for better monitoring and tracking of potential issues, and better protection of sensitive information
NHS Blood and Transplant

NHSBT is an essential part of the National Health Service (NHS), providing the blood donation service for England and the organ donation service for the UK. It employs around 5,500 staff across the UK, who work in a wide variety of roles in different settings.

They unified their employee service experience with a self-service portal built on ServiceNow. In launching the new services portal, they unified the employee service experience into a single online destination for any member of staff to get the help or information they needed.

The strategy brought consistency to service delivery across the organisation.

NHS National Services Scotland

NHS NSS supports approximately 140,000 NHS Scotland staff who work across 14 territorial NHS boards, seven Special NHS boards and one public health body. It has been working tirelessly in the battle against COVID-19 and is managing the vaccine roll-out for Scotland’s more than four million citizens.

NHS Scotland sought to build a system to manage a national vaccination program. With ServiceNow, the organization integrated national data with local GP records to create a consistent, dynamic workflow—protecting citizens in the fight against COVID-19. Through the platform, 1.5 million COVID-19 tests were performed and 2.5 million high risk citizens were vaccinated in 12 weeks.

Let us show you how we’ve helped organisations like yours.
Buckinghamshire County Council

The COVID-19 pandemic tested local authorities in the UK, who had to develop and co-ordinate services to help residents while also adhering to lockdown rules that required most work to be performed from home. It required all government organisations to learn new ways of collaborating and communicating, while managing a huge stream of new responsibilities.

This was the evolution of Buckinghamshire County Council which involved a redesign of their operational approach and the integration of IT, HR, and financial systems.

Success lay in collaboration. The team at the council defined the requirements for new workflows and designed a new app that could be used by all support staff and volunteers.

Border Force

Prior to the pandemic, the UK had decided to leave the European Union, forcing British firms to fill out loads of customs paperwork to export and import goods with EU nations.

“There has been a confluence of events that has exposed the brittleness of supply chains”, said Christian Benson, vice president of tax and international customs at Fujitsu.

Fujitsu has been using ServiceNow to ease the flow of goods between Northern Ireland and Great Britain. The border between Ireland and Northern Ireland remains open, but certain goods passing from Northern Ireland to Britain must go through border checks. Benson said the Now Platform helped automate workflows relating to cumbersome customs paperwork.
Department for Environment, Food & Rural Affairs

DEFRA is the UK government department responsible for safeguarding the country’s natural environment, supporting the food and farming industries, and sustaining a thriving rural economy. Its broad remit means DEFRA plays a major role in people’s day-to-day lives, from the food we eat, and the air we breathe, to the water we drink.

Defra brought six citizen-facing applications inhouse to ensure it was ready to conduct business as usual as the UK departed the European Union.

The agency implemented ServiceNow solutions to connect different departments and processes to help ensure that issues were handled efficiently and proactively.

Department for Work and Pension

For the Department of Work and Pensions, we enabled the management of the redistribution of staff, policy changes for benefits and payments, record numbers of claimants and all the necessary digital changes needed to support remote working – at speed. Their ‘Digi’ chatbot and DWP Place IT Support solution, delivered by ServiceNow helped everyone work more effectively.
To find out how ServiceNow can support and enable digital transformation in your organisation, please call freephone UK: 0800 640 8049, or visit your.servicenow.com/uk-publicsector