

# Scottish Government

Service sharing helps Scottish Government deliver more value.

**S**cottish Government is responsible for most of the issues of day-to-day concern to the people of Scotland. They look after health, education, justice, rural affairs, and transport. Their aim is to use government and public services to build a more successful country. They do this by creating opportunities for all of Scotland to flourish, through increasing sustainable economic growth.

## THE CHALLENGE

In order to help Scotland to achieve sustainable economic growth, the Scottish Government works through a number of public sector bodies and agencies. These are, in effect, its customers. These customers have diverse needs, for example one is responsible for supervising Scottish bankruptcies, while another is responsible for child welfare. The challenge for Scottish Government was to provide a shared IT service that met all their different customers' needs.

## OUR ANSWER

We work with Scottish Government in a number of ways.

The main component has been working with Anne Moises and her team to launch "Scots Connect," an expanding portfolio of ICT-related shared services available to the broader public sector across Scotland. These services have proved popular.

But to help deliver even more value for Scottish Government and its customers, we have been trying to better understand the customers' needs, so the service complements these needs. As part of this, we launched a business planning and technology strategy service which allows the agencies to better define a coherent IT program that will really support their business goals.

More recently, we helped Scottish Government undertake a major refresh of its technical infrastructure to offer a modern and efficient service. This has given them more control over the 11,000 user estate by allowing automatic shutdown of PCs at a given time. This has saved £130,000 per annum on the Scottish Government's electricity costs.

## CASE STUDY

### GOVERNMENT

Central and federal government

*"CGI has assisted us greatly in refining our customer focused approach and ensuring we put our customers' requirements first in developing our portfolio of services."*

**Anne Moises,**

Chief Information officer,  
Scottish Government

## A SUCCESS STORY

CGI and Scottish Government find out very quickly whether new initiatives are working. The Agencies tell them through their actions. And new Agencies are signing up to the Scots Connect service all the time. Recent joiners include Scottish Children's reporter Administration and Disclosure Scotland.

Moises summarizes:

*"I am delighted that we have so quickly reached a position where we understand each other's objectives and our combined strengths — which are significant. We are now progressing a number of customer-focused shared services initiatives with 'mixed economy' teams and deploying complementary skills from our two organizations. It is a much overused term, but I do believe we have a true partnership relationship with CGI. There are significant opportunities for us to work together to improve the public service delivery."*

## KEY BENEFIT

- An outstanding example of public and private sectors working together to improve public service delivery
- Shared services allow public sector organizations to concentrate on their core business and reduce total costs
- Technology refresh has modernized services, improved control and reduced energy costs.

For more information, please contact us at [government@cgi.com](mailto:government@cgi.com) or visit [www.cgi.com/government](http://www.cgi.com/government).

Founded in 1976, CGI is a global IT and business process services provider delivering high-quality business consulting, systems integration and outsourcing services. With 69,000 professionals in 40 countries, CGI has an industry-leading track record of on-time, on-budget projects, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

The project referenced in this case study was delivered by Logica, which CGI acquired in August 2012.