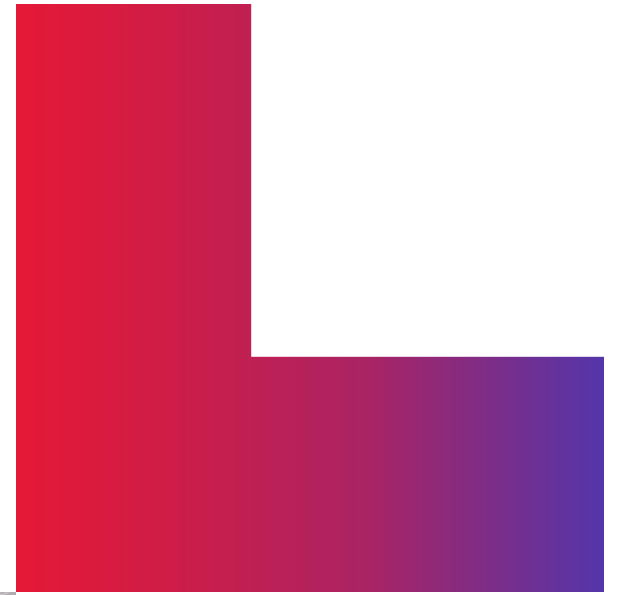# Working side by side with local authorities to create sustainable communities for the future

CGI

We are helping councils respond to a number of challenges, reinvent service delivery models and improve citizen outcomes

Unprecedented financial pressures have been caused by reductions in funding coupled with rising demand for services.

Citizens' expectations have been shaped by their interactions with retail, utilities and other domains, so they expect public services to be readily available and 'digital by default'.

Councils have a unique role to play in building resilient communities and stimulating the local economy, combating factors such as digital and social exclusion and working towards a 'net zero' future.

The recovery from Covid-19 presents councils with increased challenges in some areas of service delivery, but also provides an opportunity to reconsider which services are important, along with different delivery models. Citizens and council staff have quickly become used to new ways of working and interacting with their council.

What we offer

Managed services

- We are a trusted managed IT service partner to a number of UK councils, where we have formed long term partnerships based on trust and high quality service delivery.
- We have recently signed contract extensions with City of Edinburgh Council and Scottish Borders Council continuing as primary provider of end-to-end managed IT services to the local authorities.

HR and payroll

- Our HR and payroll business process services are trusted by some of the UK's largest public sector and commercial organisations.
- For local authorities, we are working with a number of councils to offer tailor-made solutions to meet their requirements and support their back office transformation, enabling them to reduce operating costs and free up valuable budget for the citizen services which need it most.

Digital transformation

- We are partnering with a number of councils on their digital transformation journeys, supporting on IT strategy and roadmapping, service redesign, technical implementation and business change to deliver their vision.
- Our proactive and agile service models enable change and provide you with the ability to scale up and down based on your needs.
- We are supporting City of Edinburgh Council's vision to become one of the world's 'smartest' capital cities by 2029 and Scottish Border Council's vision to become the UK's first smart connected rural region, supporting better outcomes for everyone who lives and works there.

Service desk

- Our service desk is recognised for its extremely high levels of client service and is the only one in the world to have achieved 5-star Certification from the Service Desk Institute for eight consecutive years.
- Our teams handle over 1.5 million contacts every year for public sector and health clients, with over 95% of queries fixed at first point of contact.

What we offer

Applications
- Our 'best of breed' applications approach includes our own solutions, bespoke app development and access to our extensive partner ecosystem.
- We currently support over 600 different applications delivering critical council services to citizens and local authority users.

Data strategy
- Our digital strategy, business intelligence and analytics capabilities are helping councils to unlock the potential of their data to inform council policy, reduce costs and improve outcomes.
- We are currently establishing Smart City Operations Centres for a number of local authorities across the UK which helps them to gain greater insights, a more holistic view of place and to prioritise areas for further digital transformation. Our Internet of Things (IoT) platform monitors and controls assets such as street lighting, bins and housing in real-time.

Cyber security
- Our cyber security practice is one of the largest in the UK, trusted by UK government and national security organisations at the highest level.
- Our cyber capabilities for local authorities include risk assessment and vulnerability testing, helping councils to achieve required compliance and improve their security posture in a constantly evolving threat landscape.

Cloud
- We are advising local authorities on public and private cloud services. We actively manage these to ensure they remain cost effective, secure and can support the agility needed by councils to respond to ever-evolving citizen demands.

Our approach - your local IT partner

Supporting local communities

1 **Focus on social value and skills development:**
Each of our UK members is encouraged to nominate local causes and social value projects, often working on these alongside teams from our clients. Recent examples include tree planting programmes, beach cleans and sponsoring kits for local sports and community groups.

2 **Dedicated STEM programme:**
We work with local schools to help foster technical skills and inspire the next generation to follow a career in IT. This is complemented by our employability skills programme, helping young people to prepare for the world of work. Our STEM at Home programme has supported schools and families during lockdown.

3 **Access to IT careers via apprenticeships:**
Higher and degree level apprenticeships are offered alongside other technical career pathways, covering both entry-level and experienced roles.

We work side by side with local authorities, using teams who live and work in the same communities as the councils we serve and investing in these communities.

Our Metro Model enables us to work closely with our local government clients, helping them to transform place-based service delivery, achieve cost savings and improve outcomes for their citizens and local economies.

Our industry blueprint

We have more than 45 years of experience and expertise in delivering critical IT infrastructure, with a proven track record of maximising value for local governments.

Our 'Council on a Page' industry blueprint models the business and technical architecture of UK local authorities. This reflects both citizen-facing services and internal council operations, along with the technology which enables these to function effectively.

Channels

Mobile	Web	Web Chat	Social Media	Email

Kiosk	Face to face	Post	Contact Centre

The business functions have been designed to align with those in the LGA Local Government Business Model, enabling further mapping through to citizen-facing council services.

Front Office and self service

Citizen Digital Platform	Single View of Citizen & CRM	Contact Centre Management	Face to Face Citizen Service	Telephony, IVR and SMS	Payment Processing

Line of Business

Advice and Benefits	Business and Employment	Coastline Management	Community Safety	Education and Learning	Environmental Protection
Health and Social Care	Housing	Leisure and Culture	Licenses, Permits and Permissions	Planning and Building Control	Transport and Highways

Back Office

Administration & Government	Commercial Activities & Procurement	Corporate Management	Democratic Services	Facilities	Finance	Human Resources	Legal

Information and Communication Technologies

Architecture & IT Strategy	Devices and Mobility	Networks	Hosting (Cloud / On Premise)	Applications Management	IT Service Management	Security	Intelligent Automation / RPA

Data and Analytics Data and Analytics

Data Strategy	Information Governance	Systems Integration & Interoperability	Reporting & Analytics	Data Sharing & Open Data	Data as an Asset	Artificial Intelligence & Machine Learning	Situational Awareness & IoT

Council on a Page © CGI 2021

Benefits

We are committed to delivering continuous value for money and applying our knowledge of mission-critical systems and processes to create innovative solutions and operational efficiency.

Through our place-based solutions, we offer:

1 Reduced costs and operational risk through trusted managed service partnerships, enabling councils to transform their services at the right pace and scale.

2 Better understanding of demand through data-driven insights to inform future council strategy and provide measurable outcomes.

3 Improved citizen experience through the effective delivery of innovative place-based services and better access to services and opportunities.

4 Clear roadmap to enable the move towards more sustainable communities, including Smart Place initiatives.

5 Improved resilience and cyber security position, safeguarding service availability and data privacy.
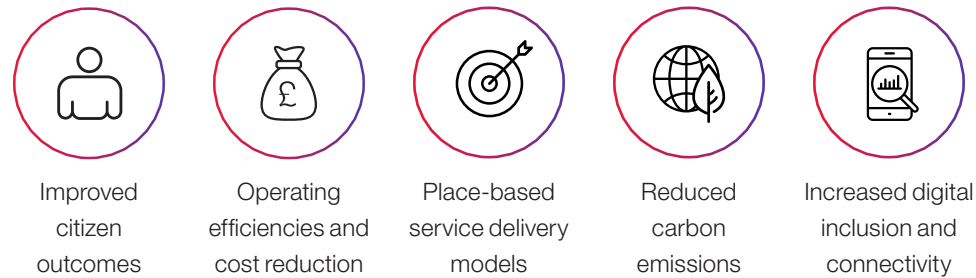
6 Continuous value for money and cost savings through our transparent and flexible service models that maximise value and minimise risk.
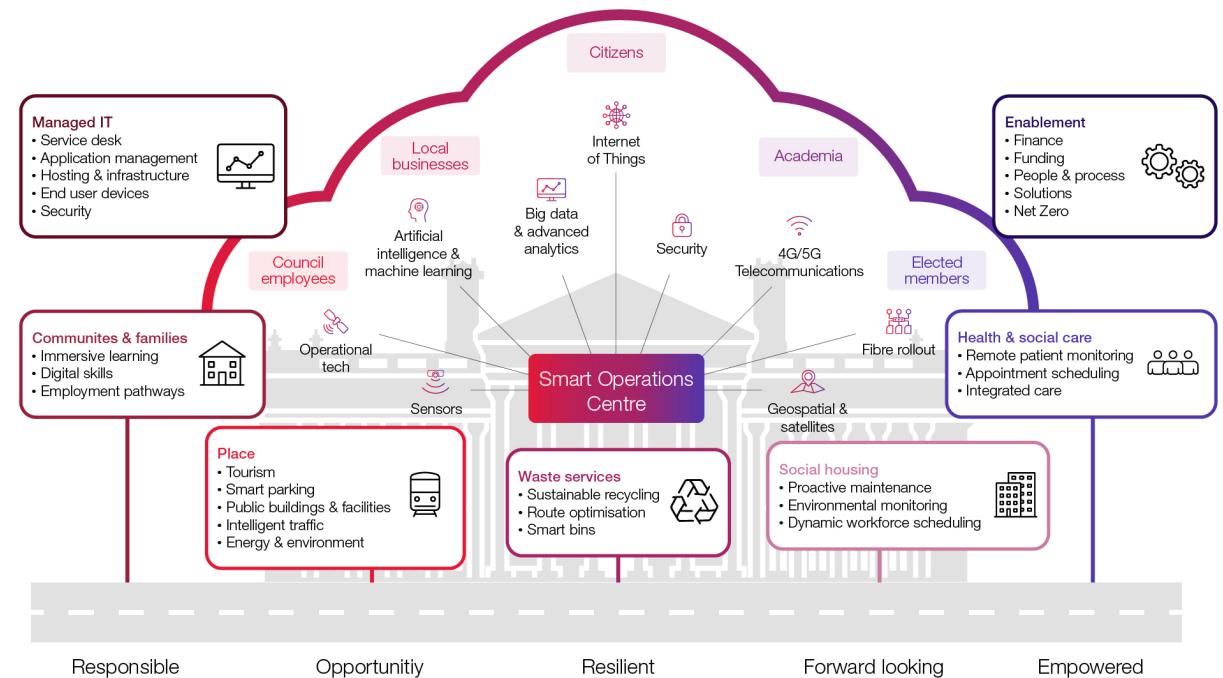
Enabling connected communities

Local authorities across the UK are exploring how smart cities and connected communities can enable the delivery of critical council services. Councils are changing the way they operate, seeking:

Improved citizen outcomes

Operating efficiencies and cost reduction

Place-based service delivery models

Reduced carbon emissions

Increased digital inclusion and connectivity

We are playing a leading role in shaping and delivering smart cities and connected communities with Local Authorities across the UK. We offer a range of proven products and services which deliver return on investment against desired imperatives.We believe that success is built on strong, open and transparent relationships combined with a consistent high-quality of service, across every interaction.

Becoming a smarter local authority

Managed IT
• Service desk
• Application management
• Hosting & infrastructure
• End user devices
• Security

Local businesses

Citizens

Internet of Things

Big data & advanced analytics

Security

Academia

4G/5G Telecommunications

Enablement
• Finance
• Funding
• People & process
• Solutions
• Net Zero

Council employees

Artificial intelligence & machine learning

Elected members

Communites & families
• Immersive learning
• Digital skills
• Employment pathways

Operational tech

Sensors

Smart Operations Centre

Fibre rollout

Health & social care
• Remote patient monitoring
• Appointment scheduling
• Integrated care

Geospatial & satellites

Place
• Tourism
• Smart parking
• Public buildings & facilities
• Intelligent traffic
• Energy & environment

Waste services
• Sustainable recycling
• Route optimisation
• Smart bins

Social housing
• Proactive maintenance
• Environmental monitoring
• Dynamic workforce scheduling

Responsible   Opportunitiy   Resilient   Forward looking   Empowered

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 82,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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