



SAP FOR PUBLIC SECTOR

# **Data Driven Government** **Helping Vulnerable People**

THE BEST RUN



Local public services are under constant pressure to do more with less. A growing and ageing population, with the associated health, social and economic issues, is placing an unsustainable burden on core services.

At particular risk are those that need our help the most – the individuals likely to experience illness or isolation, or be the victims of abuse or crime. Yet these vulnerable people are often not identified or supported at a sufficiently early stage in the cycle. Late intervention can result in poorer outcomes for the individuals and higher cost to our public services – last year the UK spent £16.6 billion on this alone.

What if there was a way to identify risks earlier, intervene sooner, and deliver the required support in a more cost-efficient way? We believe that technology can provide a rapid, effective and affordable answer.

**85%**

Of victims sought help five times on average from professionals in the year before they got effective help to stop the abuse

**TAKING A NEW APPROACH**

First, though, we need a new approach to the use of data. By combining often disparate pieces of information about an individual, held across multiple systems, departments and organisations, a much more insightful view of that individual is possible – perhaps highlighting a situation that in isolation may not have been cause for concern.

The key question must be: if this data can be combined, then as a police officer, health worker or social care professional, surely this makes common sense? Numerous case studies have shown that multi-agency collaboration and data sharing delivers better, more targeted services to our constituents. Central Government is now actively encouraging this.

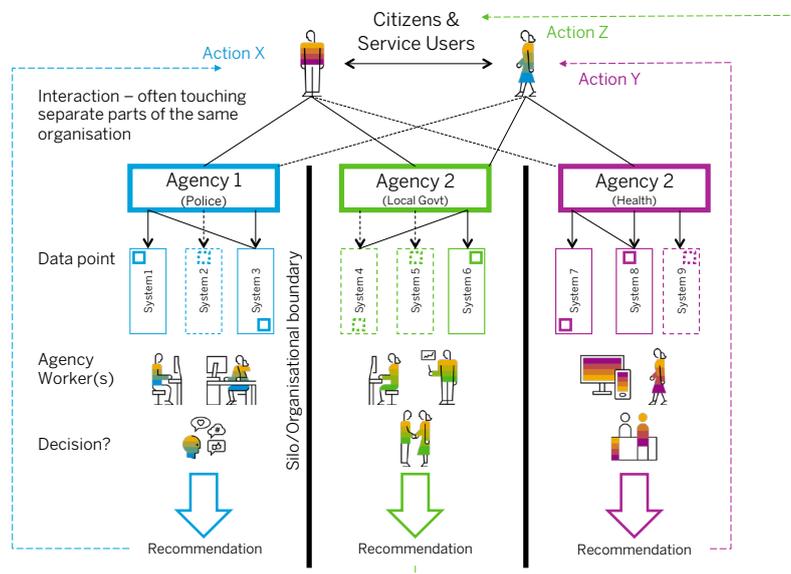
**“Every relevant recorded interaction that every individual has with every single department of every agency should be connected in a secure manner.”**

**BECOMING DATA DRIVEN**

Technology can make this happen; innovations like automated data matching, predictive analytics, machine learning and artificial intelligence have now matured and can make data sharing and collaboration a reality. It is now possible to quickly match people records and join up multiple interactions, in real time.

Case workers can access this data on any device through a straightforward and easy to use application, delivering a clear view of priority alerts based on a set of pre-agreed business rules. As well as delivering better outcomes for vulnerable people, these capabilities drive productivity and efficiency. In turn, this can boost morale and free up professional resources to focus on being more proactive, preventing crime and improving the wellbeing of our communities.

**TYPICAL AS-IS MODEL**

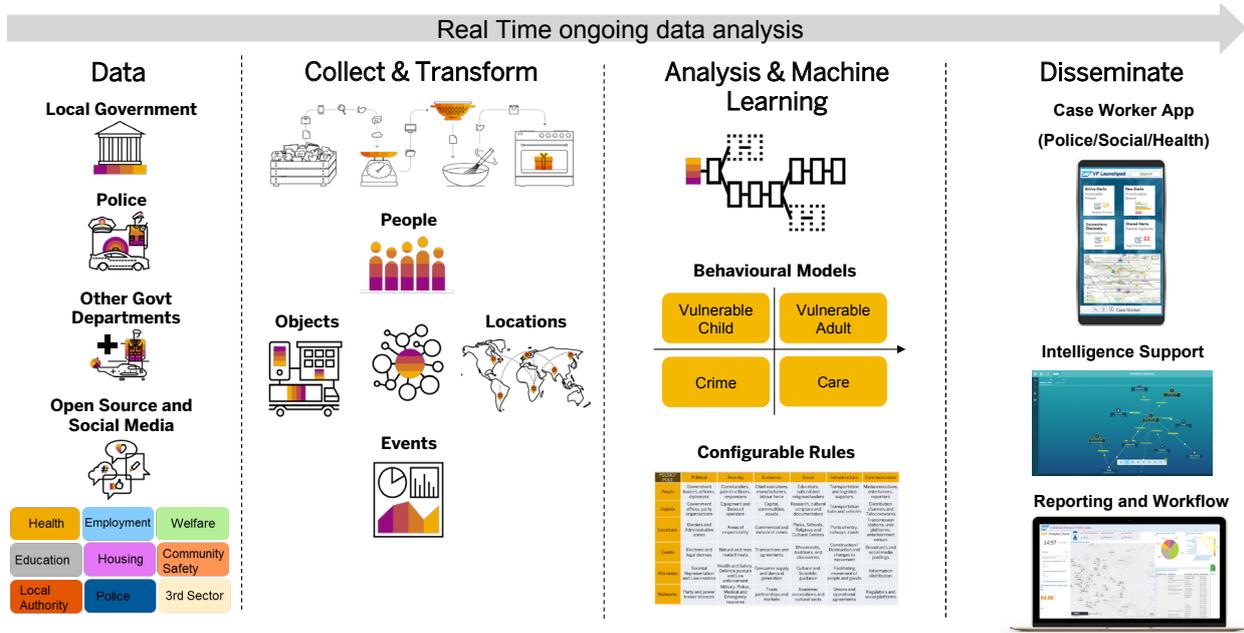


**Typical Agency Landscape**

- 3000 Users
- 4000+ Devices
- 550 Systems
- 1200+ Databases

**“No Single Version of the Truth”**

# THE INTEGRATED PLATFORM FOR VULNERABLE PEOPLE



## EASY TO USE AND CONVENIENT

Implementation takes weeks, not months. This type of project can be delivered rapidly without consuming large amounts of operational resources.

- Case workers would have easy access to data on any device through a straightforward and easy to use application
- No need to replace existing systems - we extract only the data required from each relevant source systems to deliver a comprehensive view of the individual
- Data would be matched and user defined intervention rules deliver the priority alerts to the relevant professional
- Dashboards and analytics provide real-time insight, giving the ability to perform a rapid evaluation to enable the appropriate response to the situation
- Information security is paramount, so only those with the right authority would have access to the data

## START SMALL AND SCALE AT YOUR OWN PACE

We understand your resource constraints, and our approach is to provide a flexible and adaptable solution platform that enables you to get the best out of the data today, and embrace new technology capabilities as they evolve. You can start immediately with small feeds of data that are transformed into actionable intelligence, and then scale at your own speed as new information sources and use cases are added. Simple business rules can be enhanced by more sophisticated predictive capabilities, potentially alerting agencies before events occur.

## CONCLUSION

SAP believes that there is massive opportunity to improve the lives of those constituent who need it most while reducing costs. Shared data and multi-agency collaboration will realise significant benefits in three key areas:

- **Government** - reduced risk and up to 15% sustainable opex cost reduction

- **Professional workers** – with the right insight, they can spend more time doing higher value work and help those most in need
- **Society and our communities** – life chances for vulnerable people will be improved

The question now must surely be: “why not”?

## NEXT STEPS

SAP’s purpose is to help the world run better and improve people’s lives, and together we can make a difference. To help us better understand your challenges and generate new ideas to address them, we invite you to collaborate with SAP in a series of Value Discovery Workshops using design thinking techniques.

If you would like to participate in these workshops or learn more about how SAP can support you in helping vulnerable people, please contact us today.

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