

Public Service Consulting

Get ready to move ahead

VIDEO TRANSCRIPT

Rapid technological and socioeconomic change are creating mass disruption in public services. Accenture helps you harness that disruptive potential. So that when the world moves, you're ready to move ahead.

It's time to redesign thinking

One of the key things when we are looking at consulting and the role of consulting is being that glue.

How we bring technology, digital and industry together. Adoptions of new technologies is really going to be the one way for all the public service organisations to transform at the pace they need because this is also what citizens are expecting.

We need to have open conversations with our clients around how we can ethically and responsibly apply technology to their organisation without invoking fear.

How do you organise yourself around all that technology and really drive value from it. So it's not just that the pace of technology is moving, it's that the whole structure and how we're thinking about how we implement things and how we deliver better outcomes for citizens.

One of the things that we are talking to a lot of our clients about is this concept of an agile

organisation which means you need to have agility to be able to act fast and be able to form teams quickly.

It's the moment for collaborative disruption

The reality is that partnerships are extremely important and there are partnerships at 2 levels – partnerships with other government departments ... and this type of collaboration creates resilience across the public sector.

The other approach of partnerships is working increasingly with the eco-system of partners in the private sector.

Government clearly has a massive, massive goal around the use of SMEs but often the terms that they want to contract on are really difficult for SMEs and that is something where someone like Accenture can come in to play and take some of those risks and build that ecosystem platform around us that allows us to perform that integrator role.

Get ready to move from the now to new

User expectations are changing, there is a big cultural change – we as a citizen expect more. I think Government has to embrace disruption, it has to embrace change, their employees are demanding it, their user citizens are demanding it



and to meet their budgetary constraints they have to bring in innovation into their ways of working. Now the phrase of doing more with less needs to have more than an idea, it needs to mean real operational changes. How do I actually use tools like automation – tools like predictive analytics to not just be reactive to the needs of the citizens but to be proactive and I would even say preventative.

Public service I think is on a journey, they are moving with the technology, they are moving with adapting their organisations to be more agile.

Bringing the best of our technology consulting and our management consulting together, to work even more closely together and that's going to be a really exciting journey over the next one or two years.

What matters the most is being able to say we are making the lives of citizens in Europe better. We're able to really understand how to combine industry insight, data insight, technology insight to make the best digital solutions for our client and I guess that is what makes me the proudest – it's our ability to be really focused on our people so that they serve our clients and our clients', clients.

Get ready to move ahead and transform the citizen experience with our Public Services consulting team.