Taking human services from the era of support to the era of empowerment

**Elements of Transformation**
- **Insight-driven services**
- **Automated**
- **Consent-based sharing**
- **Veneer over legacy**
- **Peer collaboration**
- **Reactive Citizens**
- **Intelligent Processes**
- **Cognitive automation**
- **Cross-government verification**
- **Agile integration**
- **Ecosystem collaboration**
- **Empowered**
- **Human Services as a Platform**
- **ORCHESTRATES**
- **Cross-government verification**
- **Open innovation market**

**HUMAN SERVICES TRANSFORMATION JOURNEY**

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<tr>
<th>Era of Support</th>
<th>Era of Enablement</th>
<th>Era of Empowerment</th>
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<tr>
<td>Segment-based services are targeted at segments of need through digital and human channels.</td>
<td>Personalised services are targeted at segments of need through digital and human channels.</td>
<td>Adaptive real-time services provide support across sectors and give a 360-degree view of citizen.</td>
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<td>Automated simple processes are automated to focus worker time on high-value activities and cases that need it most.</td>
<td>Cognitive automation &quot;Virtual employee&quot; learn through experiences and handle knowledge-based tasks, e.g. multilingual, 24/7 customer service.</td>
<td>Augmented-reality workflow Basic citizen interactions using automated processes and sophisticated digital assistants.</td>
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<td>Consent-based sharing Data is shared with limited partners based on consent and multiple authorisation and authentication protocols.</td>
<td>Cross-government verification Data is automatically synchronised between partners; analytics tools study user behaviour and detect fraud.</td>
<td>A super-trust framework Data is fully accessible subject to governance, zero-defect policies for blockchain-enabled data collection and management.</td>
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<td>Veneer over legacy Citizen-centered front end is layered over legacy systems, piloting of two-speed IT and DevOps.</td>
<td>Agile integration Modern technologies and approaches — agile, Scrum and DevOps — allow easy integration of new technologies.</td>
<td>Integrated business and IT Business and IT functions converge to develop joint strategies and solutions.</td>
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<td>Peer collaboration Collaborate with other agencies and third-party providers using an integrated customer analytics record.</td>
<td>Ecosystem collaboration Human services enable agencies and private partners to interact.</td>
<td>Open innovation market New services are co-created with citizens, government agencies and private partners.</td>
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<td>Reactive Citizens Initiate contact, usually using digital channels.</td>
<td>Empowered Agency empowers citizens to make decisions during each life event.</td>
<td>Proactive Agency identifies at-risk citizens and gives preventative support, data predicts needs and triggers services.</td>
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**Continuous, personalised, adaptive, intelligent support for life**
TO FIND OUT HOW HUMAN SERVICES CAN MAKE THE PERSONAL POSSIBLE AND TRANSITION TO THE ERA OF EMPOWERMENT CONTACT US:

**Rainer Binder**  
rainer.binder@accenture.com  
Global Industry Lead  
Accenture Social Services  
Stuttgart, Germany

**Gaurav Gujral**  
g.gujral@accenture.com  
Management Consulting and Innovation Lead  
Accenture Social Services  
London, UK

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