

MAKING THE PERSONAL POSSIBLE

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

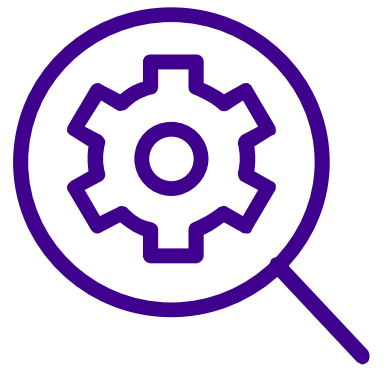
HUMAN SERVICES TRANSFORMATION JOURNEY

ELEMENTS OF TRANSFORMATION

ERA OF SUPPORT

ERA OF ENABLEMENT

ERA OF EMPOWERMENT



Insight-driven services

Segment-based

Services are targeted at segments of need through digital and human channels

Personalised

Customised services and channels, digital self-service, and full access to agency and third-party services

Adaptive

Real-time services provide support across sectors and give a 360-degree view of citizen

DELIVERS



Intelligent Processes

Automated

Simple processes are automated to focus workers' time on high-value activities and cases that need it most

Cognitive automation

"Virtual employees" learn through experience and handle knowledge-based tasks, e.g. multilingual, 24/7 customer service

Augmented-reality workflow

Basic citizen interactions using automated processes and sophisticated digital assistants. Human staff focus more on tasks needing empathy and creativity

SUPPORTS



Digital Trust

Consent-based sharing

Data is shared with limited partners based on consent and multiple authorisation and authentication protocols

Cross-government verification

Data is automatically synchronised between partners; analytics tools study user behaviour and detect fraud

A super-trust framework

Data is fully accessible subject to governance; zero-defect policies for blockchain enabled data collection and management

SECURES



Digital Ability

Veneer over legacy

Citizen-centered front end is layered over legacy systems; piloting of two-speed IT and DevOps

Agile integration

Modern technologies and approaches - e.g. Scrum and DevOps - allow easy integration of new technologies

Integrated business and IT

Business and IT functions converge to develop joint strategies and solutions

ENABLES



Human Services as a Platform

Peer collaboration

Collaborate with other agencies and third-party providers using an integrated customer analytics record

Ecosystem collaboration

Human services enables agencies and private partners to interact

Open innovation market

New services are co-created with citizens, government agencies and private partners

ORCHESTRATES

Reactive Citizens

initiate contact, usually using digital channels

Empowered

Agency empowers citizens to make decisions during each life event

Proactive

Agency identifies at-risk citizens and gives preventative support; data predicts needs and triggers services

Continuous, personalised, adaptive, intelligent support for life

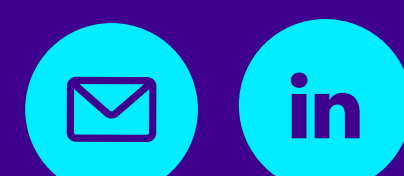
TO FIND OUT HOW HUMAN SERVICES CAN MAKE THE PERSONAL POSSIBLE AND TRANSITION TO THE ERA OF EMPOWERMENT CONTACT US:



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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