

SOCIAL SERVICES REWIRED

**Delivering tomorrow's
living services at speed**



Today, citizens the world over are demanding more from public service agencies.

As technology continues to advance and societal expectations change, they're seeking more intuitive and responsive 'Living' services that fit seamlessly into their lives.

For public service agencies worldwide, these dynamics are driving constant change. And this in turn is creating anxiety for their leaders—who face the multiple challenges of delivering today and evolving their operations to meet new demands tomorrow, while also empowering and energizing their workforce without overspending their budgets.

The good news is that delivering the 'Living' services of the future doesn't require public service agencies to reinvent their systems from scratch. Instead, they can achieve it by building on what's already there: their core. By evolving their existing operations, processes and systems, while also embedding innovation and new ways of working and partnering, agencies can turn pervasive change to their advantage and advance confidently into the future.

Future ready

One national social services agency evolved its core in this way.

As a result, the agency now has the ability to deliver against the demands of today's citizens—and the agility to serve tomorrow's at the speed of life.

The first step was the development of a blueprint study to test the feasibility of modernizing the agency's core mainframe systems. Accenture worked with the client to create this blueprint and develop a proof-of-concept prototype that culminated in the first modernization project, involving a government retirement scheme. Following the success of that initial phase, we're now working with the client to modernize its remaining schemes over a 36-month period.

The redesign of the client's core systems had a number of key design considerations:

Architecting for agility and stability—embedding the ability to handle policy change and wholesale shifts in the way people live and work.

Building the future workforce—creating a culture of versatility within a wider collaborative ecosystem, with a strong focus on constant learning and empowerment.

Human-centered design—designing all systems, tools and services with humans at the center, citizens and workers alike.

Optimising talent—focusing on attracting and retaining the best talent, without the workforce getting blind-sided by a “career-for-life” mentality.

Embedding future-readiness—building in the agility to adopt and adapt seamlessly to future technologies.

Three key components

Guided by these design considerations, we worked with the agency to develop a solution with three key components:

1. Development of a standardized framework for performing tasks consistently and reusing service applications. This promotes the stability and organization-wide adoption of the target system architecture, while also maximizing speed and efficiency.

2. Introduction of JAVA open architecture systems that integrate with legacy applications and existing core mainframe resources. This component brings the client seamless adaptability to other agencies’ future-ready systems.

3. Application of configuration-based development, reducing the need for coding by basing application design on reconfiguring rather than rewriting. Combined with modernized user interface (UI) screens, this enables human-centric development that boosts productivity and ease of maintenance.

Future proof

Thanks to the modernized UI screens, client users’ activities are now more intuitive and involve less need to switch between systems and functions during a transaction.

This has resulted in productivity gains of up to 20% and has accelerated the learning curve for new employees by 10%.

The productivity of the client’s IT users has also increased, thanks to the custom-built accelerators that have reduced the time taken to analyze and develop test scripts. The gains include time savings of more than 70% when analyzing COBOL (Common Business Oriented Language) codes, and up to 30% during application testing.

At the same time, our modernization framework has helped the client compress and simplify its code—thus improving code maintainability and its systems’ long-term sustainability.

Overall, modernizing this social service agency’s core has delivered substantial immediate benefits—while also re-equipping it to meet citizens’ evolving needs in the future. Put simply, it’s the best of both worlds.

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