Riding the new wave of collaborative service delivery

Reinventing the case for shared services

Unit4 research find that local government organizations are swimming faster than ever in the race to deliver vital citizen services against a rising tide of challenges:

- Tasked with delivering year-on-year efficiency gains
- Supporting the evolving demands of the population
- Under pressure to reduce costs
- Recovering from the financial impact of the pandemic
- Rising inflation and energy prices
- Adapting services to meet changing citizen demands
- Serving the needs of an aging population

Organizations need to resolve multiple challenges while maximizing efficiency, responsiveness, and ability to innovate.

The drivers for considering shared services are now based on factors that prioritize the experience of colleagues and citizens.

Collaborating to access greater resources
Shared service initiatives can provide access to greater service quality, technical ability, and **range of talent.**

Innovation increases employee satisfaction
Many shared services are exploring ways to streamline processes using **advanced automation** tools like RPA and Gen AI.

Embracing intelligent automation
Public sector organizations using intelligent **process automation** in shared services drive process efficiency and innovate services.

Driving ESG targets forward
Shared services initiatives can support **ESG targets** by positively impacting the end customer and promoting sustainability and innovation.

Overcoming the barriers

Programs often fail to get started, fail to deliver expected results or struggle to keep up with changing business requirements.

Understanding shared service failures

- Common difficulties in business change programs often stem from the way the original business case was developed
- Unclear or unrealistic aims will fail to get stakeholder backing
- Setting up and running costs are often underestimated or overlooked
- Lack of communication about benefits can reduce focus and strain authority-supplier relationships
- Successful relationship and contract management needs service level and transition progress transparency
- Differing levels of commitment, energy, and resources are needed to ensure the initiative builds momentum
- Leadership experience in project and relationship management is crucial for success
- Successful shared services prioritize speed and flexibility

Technology – the critical element for success

The need to integrate different tools and customized systems has made transitioning to shared services challenging in the past, but local authorities can now leverage leverage Unit4 ERP platform to scale up and down at pace.

Conclusion

New shared services models leverage technology as a critical enabler instead of a costly integration obstacle. Cloud-based solutions enable Unit4's ERP enable local government organizations to rapidly scale shared services initiatives without compromising functionality.

If you want to know more, download Unit4's commissioned research - Reinventing the case for shared services.

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