Public sector tech untapped How to unlock efficiencies so your organisation runs smoother

A Censuswide report

Virgin media O₂ Business

Contents

Connected Thinking

Connected Thinking from Virgin Media O$_2$ Business encourages and promotes discussion, debate and consideration of the latest tech trends impacting ways of working and the changing needs and expectations of employees, employers, customers and communities.

How much is old technology holding the public sector back?

2023 is continuing to be a balancing act for many public and private organisations.

With the longer term effects of the pandemic, supply chain issues and the cost-of-living crisis to consider, there's a lot of challenges faced by decision makers today.

According to McKinsey:

"...the adoption of digital technologies is one of the most powerful and disruptive forces in industry over the past decade, driving a fourth industrial revolution in which entire sectors are being reshaped and business processes transformed."

Technology isn't the answer to everything. But it has been integral to the progress we've made in transforming the way we work.

Organisations that have coped best have continued to build digital skills, enhance employee experiences and made the most of the tech they have and identified the priority area of future investments.

7.6 % increase per year is the average return on digital investment according to a recent EY study.

But with 26% of the public sector feeling their existing tech hinders them, according to our latest research with Censuswide, there's still room for improvement.

In this report we look at the effects of holding back on tech investment in the public sector and analyse what you can achieve by building a strong partnership with a digital provider.

Read on to find out more.

26%
of public sector decision-makers say existing tech is hindering their organisation.
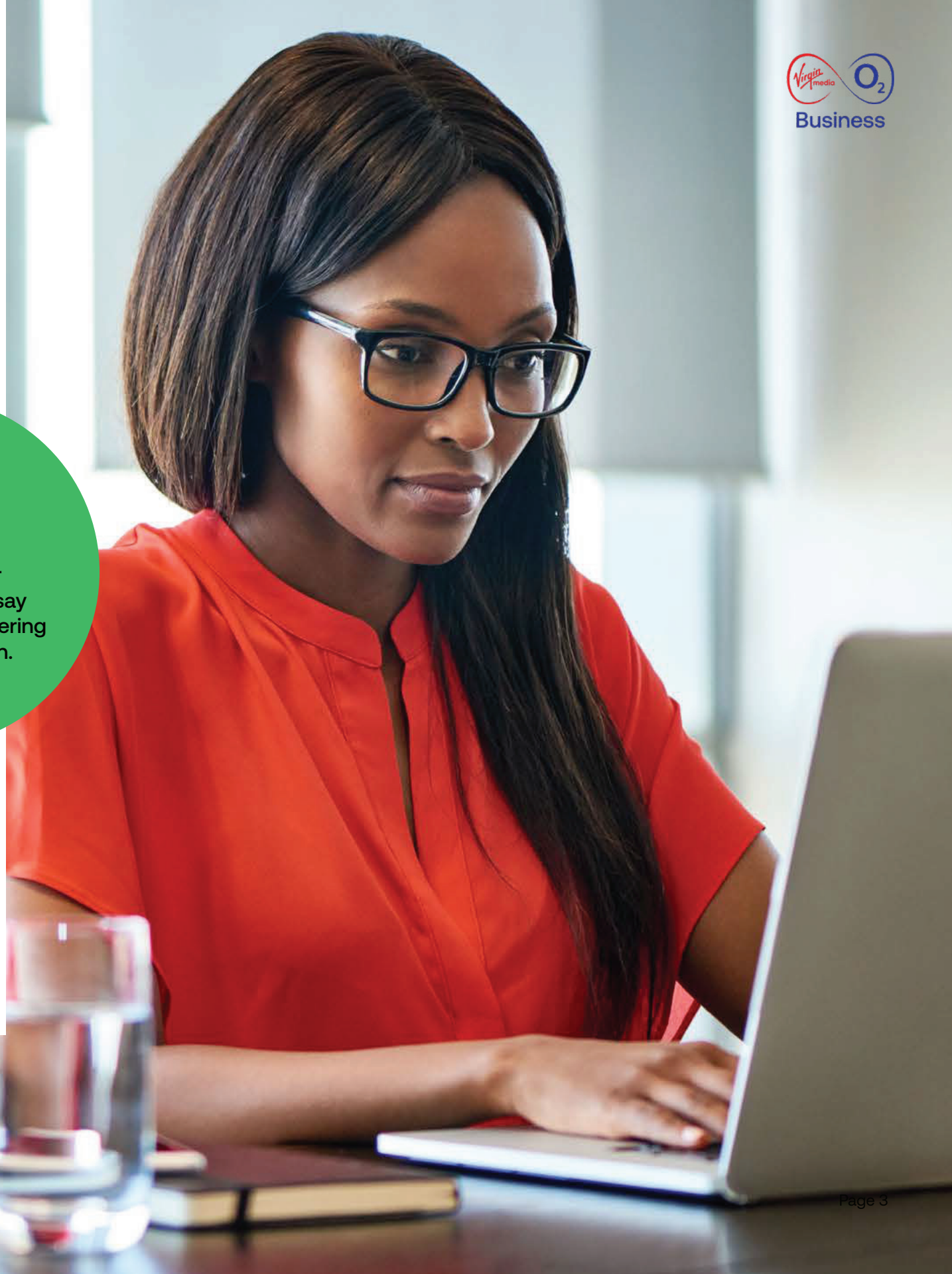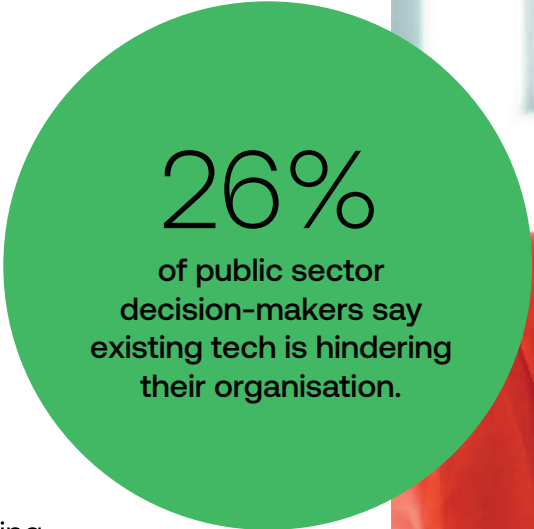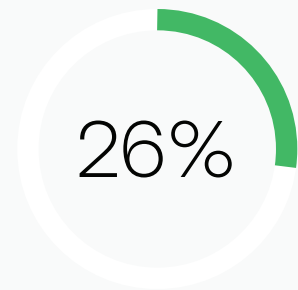
Methodology

In February 2023, Censuswide surveyed 463 public sector decision makers in the UK. Censuswide abides by and employs members of the Market Research Society which is based on the ESOMAR principles
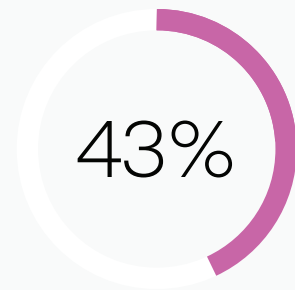
Key findings from our research

Check out the headline statistics from our research with Censuswide

26%
of public sector decision-makers say existing tech is hindering their organisation.

Only 15%
of public sector employees use digital tools to their full potential

43%
of organisations have difficulty integrating new technology with existing systems

50%
of healthcare organisations have outdated software or hardware

33%
of healthcare organisations are slowed down by weak network bandwidth

75%
of policing services said inefficient tech was an issue

26%
of policing services lack support from suppliers and partners

We all want (and need) to be efficient.
How we do it is what makes the difference.

Both public and private sectors share the same challenge: for processes to run a lot smoother and be more cost-effective.

While the public sector is directing its focus towards internal time-saving, the private sector is looking at improving customer experience.

What's interesting is seeing the results.

- Public sector respondents are more likely than private sector respondents to say time efficiency is the most important focus for the year ahead (27% vs 21%)

- The public sector is notably more likely than the private sector to be significantly hindered by legacy technology (21% vs. 15%)

- 15% of public sector respondents believe less than a quarter of their teams use the full capabilities of their collaboration tools, compared to just 8% from the private sector

Using existing tech to unlock your people's potential

Technology is meant to empower workforces, create better citizen experiences and redefine workplace processes to save time and money. But you don't have to spend vast amounts of money to be more efficient.

Often using the tools you already have to their full potential is all it takes to turn your fortunes around. And with costs on the rise and a volatile economy, public sector organisations are always looking at ways they can achieve more with what they already have.

Only
15%
of public sector employees use unified comms and collaboration tools to their full potential
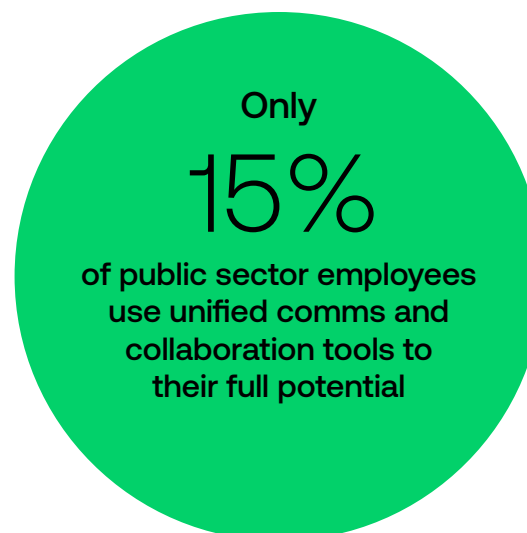
Effective technology in the healthcare sector

How old tech can hold back healthcare

Old technology is a big issue in the healthcare sector.

98% of respondents said their organisation had some element of inefficient technology. With 50% of respondents saying they have outdated software or hardware. So there is a big opportunity for the healthcare sector to use their existing tech in new ways to save time and resources.

Making core connectivity the foundation for your network can boost the performance of employees by making them productive and effective without slowing them down.

33%
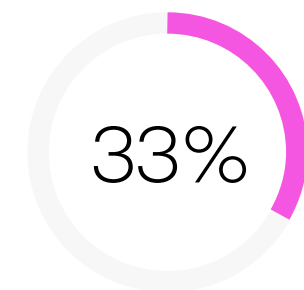
of healthcare organisations are slowed down by weak bandwidth

Why improved tech leads to better outcomes

While we've highlighted how a lack of technology has a negative impact on healthcare, let's explore the positives that maximising your tech's capability can do.

From a very broad view tech can help save lives, lighten the load on overworked staff, access better information to help make better decisions and improve care for patients. But let's look at ways to start being more efficient from the get-go.
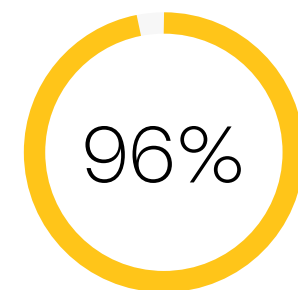
96%

have some element of inefficient technology

Using tools to simplify tasks

One way the healthcare system could benefit from tech is by implementing a unified communications approach.

Using voice calling, video conferencing, instant messaging and content sharing on a single platform can help simplify tasks and increase productivity.

For patients, video calling allows them to have virtual consultations without leaving their home allowing staff to see more people while still providing high quality care.
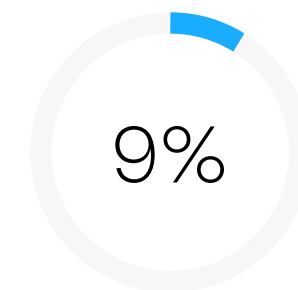
9%

now use unified communications to improve efficiency

'We need to use the tools we already have to try and reduce the burden on staff and make their lives easier. That's where technology lends itself to enabling efficiencies, in improving working life for our people.'

Graham Walsh, Medical Director, Yorkshire and Humber Academic Health Science Network

Empower your teams with better IT integration

39%

of healthcare organisations have difficulty integrating updated technology. So there's a real opportunity for IT suppliers to implement new tech within existing systems.

21%

don't have the digital skills or are resistant to the training required to use new technology. Suppliers can help by providing training and support so employees can make the most of effective technology

Improving technology could help the police improve the way they work

Investing in tech to increase efficiency

50% of those asked said increasing the efficiency of existing tech investments is their most important operational priority.

To provide better services and become more efficient and effective, policing needs to rely on tech experts.

Top priorities to keep people safe include:

- Improving inefficient tech (75%)
- Better connectivity to better collect, analyse and share information (21%)
- Real-time mapping and location-based analytics (19%)
- Mobile-enabled data access and sharing in the field and across districts (19%)

Training is key to closing the skills gap

33% of respondents said a lack of training or knowledge on how to use tech was hindering their organisations from improving.

31% of respondents reinforced the point by saying user resistance or limited digital skills were an area of difficulty.

Building a strong partnership

30% of respondents said supplier relationships are key to helping drive efficiencies.

Yet 26% said they lacked support from suppliers.

This presents a huge opportunity for public sector organisations and tech providers to work together, achieving better results in the process.

42%
of policing industry respondents said their organisation still uses outdated software and hardware
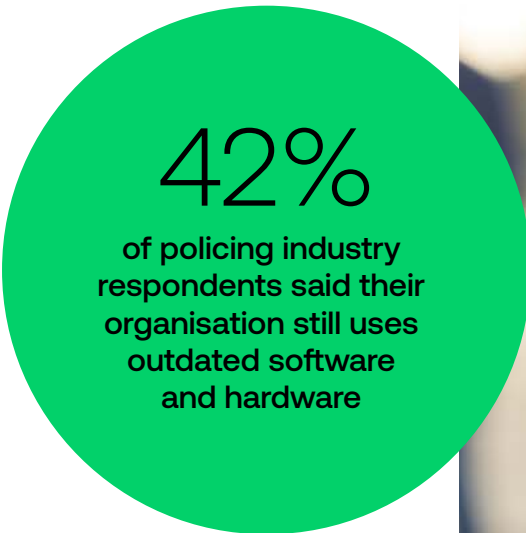
Interested in
finding out more?

Virgin media O2 Business

If outdated tech is holding your organisation
back, we can help make what you have work
harder and your budget go further

Contact us today

to arrange a free digital consultation
with one of our experts