



## **Public Sector Day (23<sup>rd</sup> March 2017)**

High profile failures and news coverage of relationships breaking down have led to scepticism of public sector sourcing. However, budgets are getting tighter while more efficient and effective services are expected and required by the public. As these challenges clash, sourcing will play an important role in the search for a solution to burgeoning demand and tighter supply.

It's not an easy equation to solve but the sourcing industry is looking to adapt with new technology and practices, combining them with back to basics techniques to maximise the potential sourcing offers to the public sector. The Global Sourcing Association (GSA) hosted Public Sector Sourcing day on the 23rd March 2017 to inform participants of the options available and highlight the great work that sourcing has done in the industry.

Arvato and CGI introduced the potential of automation to the industry, technology that offers so many benefits but many potential pitfalls. Arvato's work with Sefton Council was very impressive, automating 16 processes in Sefton's revenues department of varying complexity - from signing up people for direct debit payments to indexing documents led to a finalist position in the GSA Awards – 'Automation project of the Year'. The benefits of automation will translate to more efficient and cost effective services with greater accuracy and improving employee satisfaction.

Philip Orumwense from the Department of Work and Pensions presented his framework for value creation and retention, a guide that combining transactional and relational stems, many in the public sector would envy. We may be distracted by the fancy programmes and sexy technology that makes our work easier and better, but without a strong foundation, an understanding of the processors and a healthy respect for the implantation process which requires investment, effort and patience, the new technology simply won't work to our benefit.

It was agreed that the work between the public sector and the sourcing community is valued and will become increasingly important in the coming years. The techniques and technologies that were on show demonstrated how the landscape of sourcing is changing and how automation will alter our perspective of how we operate. By recognising the potential and understanding the risks, participants will feel more confident of the future of public sector sourcing.

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