



ACCENTURE AND AWS – PARTNERING FOR THE PUBLIC SECTOR

VIDEO TRANSCRIPT

Chris Hayman:

Public sector customers up and down the country are telling me they are facing three key challenges right now. First of all, they have an ageing IT estate. So how can they help modernize some of that technology? The second one is re-imagining Citizen Services. We've seen a lot of that during the pandemic. And thirdly, how can they gain business insights from their data?

Mark Jennings:

This is where the Accenture and AWS partnership comes in. You have AWS's incredible technical services and the scale of what they can offer. You have Accenture's understanding of our clients of their problems. We can bring those together to deliver fantastic new services at speed and with confidence in the security of what they're offering.

Chris Hayman:

The partnership between AWS and Accenture has been operating for over 13 years. So we already have tightly integrated teams working together hand-in-glove.

Mark Jennings:

So a great example is our work with the West Midlands Police. We were able to combine multiple data sources to give police insight wherever they were at point of need. The equivalent of adding an extra 150 offices to the streets.

Chris Hayman:

The number one thing customers tell me is they benefit from the agility the cloud gives them. In the past, customers would have to spend huge sums of money on infrastructure. There'll be locked into that capability and capacity. Whereas with the Cloud, you can scale as required with near-infinite capacity.

Mark Jennings:

Our clients' needs are ever-changing. This is where being able to build modular services means we can deliver far faster than we ever could before. Over the last year, we have worked with a central government department, the virtual workforce we created to automate back-office services has processed over 10 million transactions today, that's over 3000 operational days that could be freed up to help customers in need.

Data security, information security is hugely important to all of our customers. To respond to ever-evolving cyber threats. You need to have scale, you need to have investment behind you in the way that AWS do.

Chris Hayman:

AWS has the most comprehensive Cloud Services Platform globally, the tools and capabilities that we provide around security unparalleled. You also have complete control of your data and how you secure it. And this is something that will be very difficult to achieve on-premises.



Mark Jennings:

Ultimately, for me, it's about creating a public sector that is resilient, that can adapt. And that really helps me.

Chris Hayman:

It's that ability to try things, to experiment, to re-imagine citizens services, to unlock the data that's been stored away for many years, ultimately improve citizens lives.

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