

Delivering ICT Services The Highland Council

**Presented by:
Alastair Millar - Fujitsu**



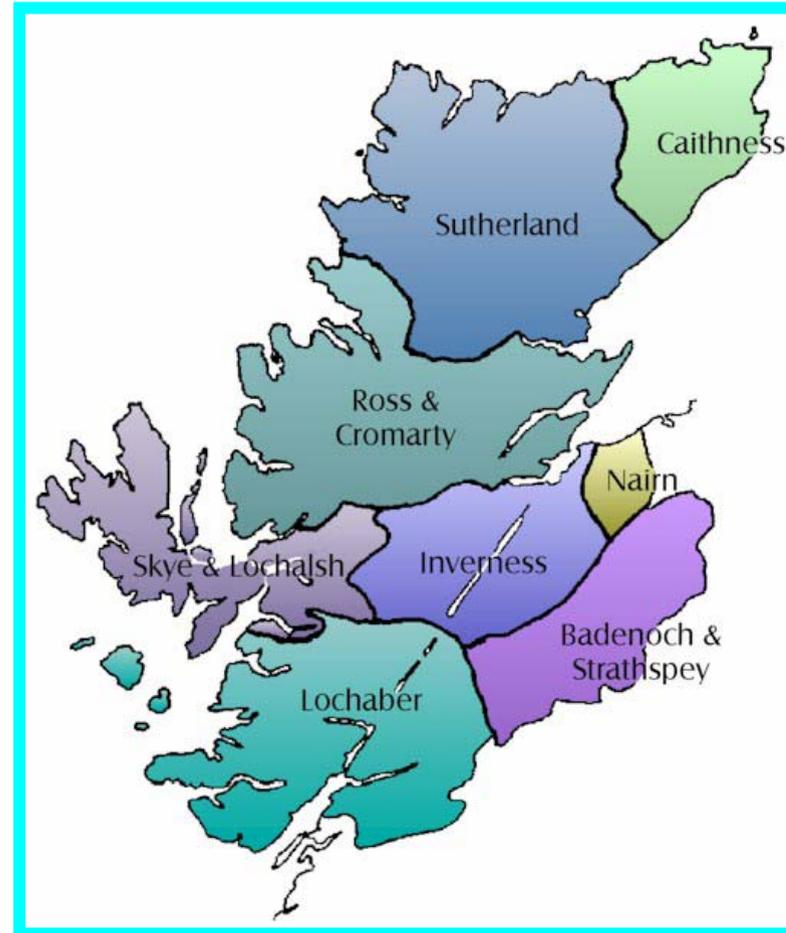
The Partnership

- Fujitsu and The Highland Council 1998 - 2008
- 10 year delivery of all ICT Services – 70M euro
- Transfer of Council employees to Fujitsu



The Highland Council

- 16,000 sq km (Belgium/Bélgica)
- 210,000 population
- All local Authority services - 1996
 - Education
 - Transport
 - Housing
 - Social Work
- 11,500 employees
- Annual Budget 612M euro

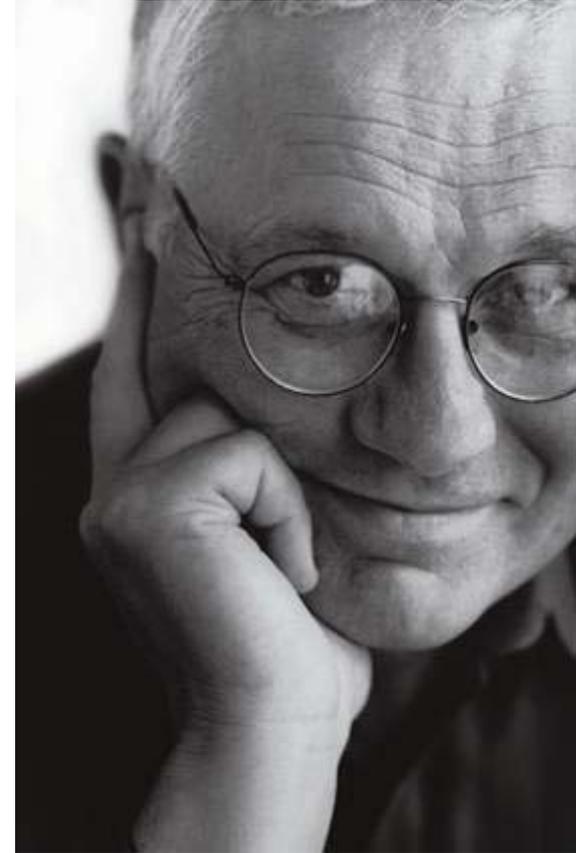


- **3rd largest IT Company in the world**
- **Leading supplier to UK Government - 40 Years Experience**
- **Transformation Partner**
 - **Help Government to interact with citizens**
 - **Tackle issues such as Social Inclusion and Economic Regeneration**
 - **Trade and transact electronically with partners, suppliers and citizens**
 - **Put in place the infrastructure, tools and specialist applications**



Early Challenges

- Inconsistent approach to service delivery
- Provide common business systems
- Highland wide network – 500 locations
- Very low mobility of employees
- 2,000 ICT users now 4,000
- 1,000 mobile users



- **ICT enabled change to service delivery**

- **Service Point Network**

- **Telephone Service Centre**

- **Single Point of Contact**

- **Resolve 80% of queries at first contact**

- **Technology Platform**

- **Citizen Account /Address Database**

- **Online Knowledge Base / Payment System**

- **Enhanced Broadband and Mobile Network**

- **Jointly Funded common ICT Infrastructure**



- **Building capacity into public investment to support communities**

- **Narrow the digital divide between communities**

- **Create a sustainable digital economy**

- **Stimulate investment**

- **Develop joint projects with key partners**

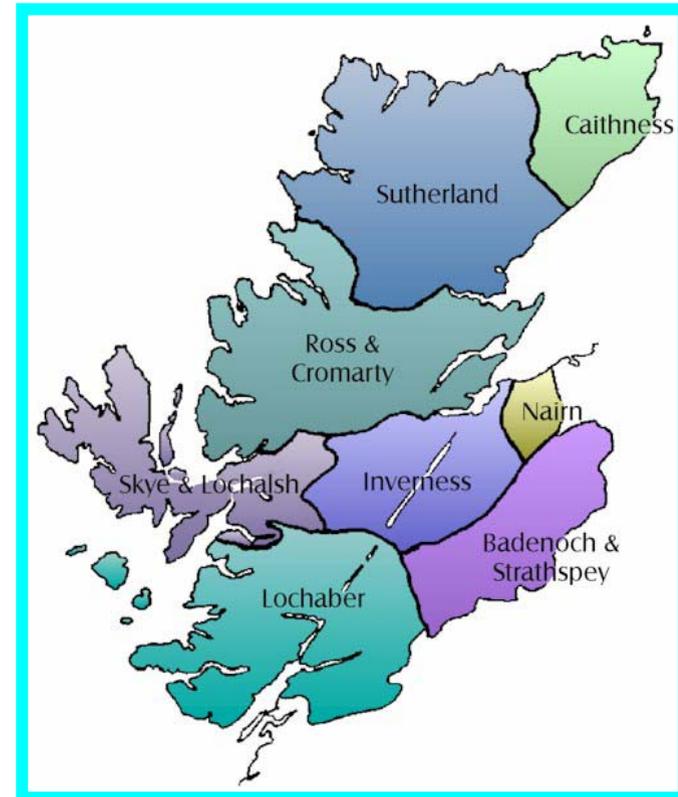
- **Share the infrastructure**

- **Add new infrastructure at reduced cost - WIMAX**



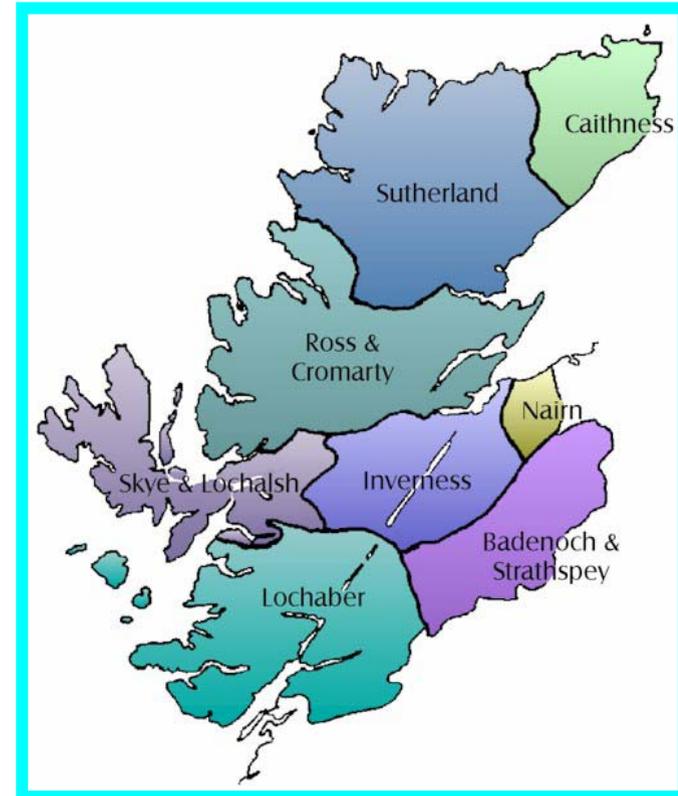
- **Lochaber Area of the Highlands**

- **Diverse set of Communities**
- **New Schools – Community Learning Hub**
- **Existing Infrastructure**
- **Tourism Centre – Outdoor Capital of the UK**



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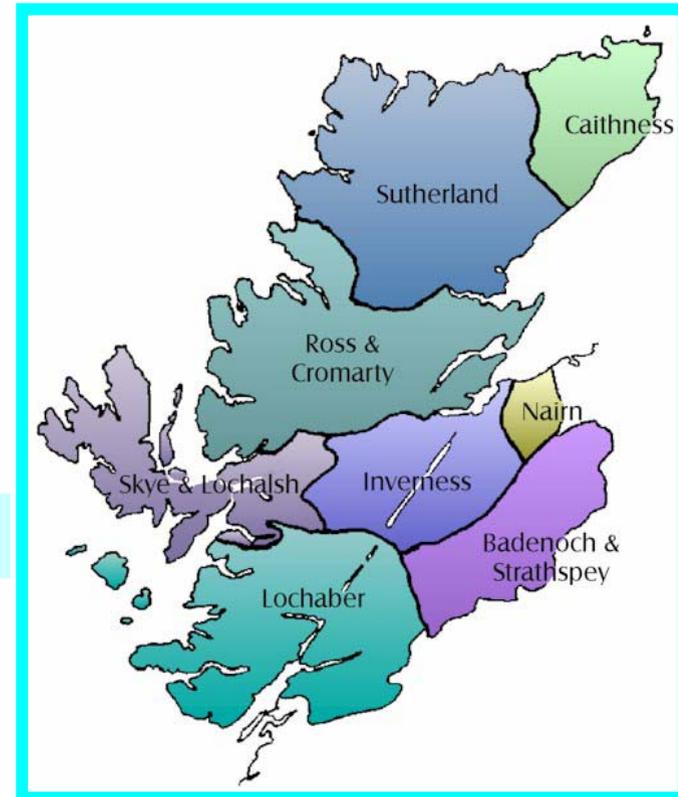


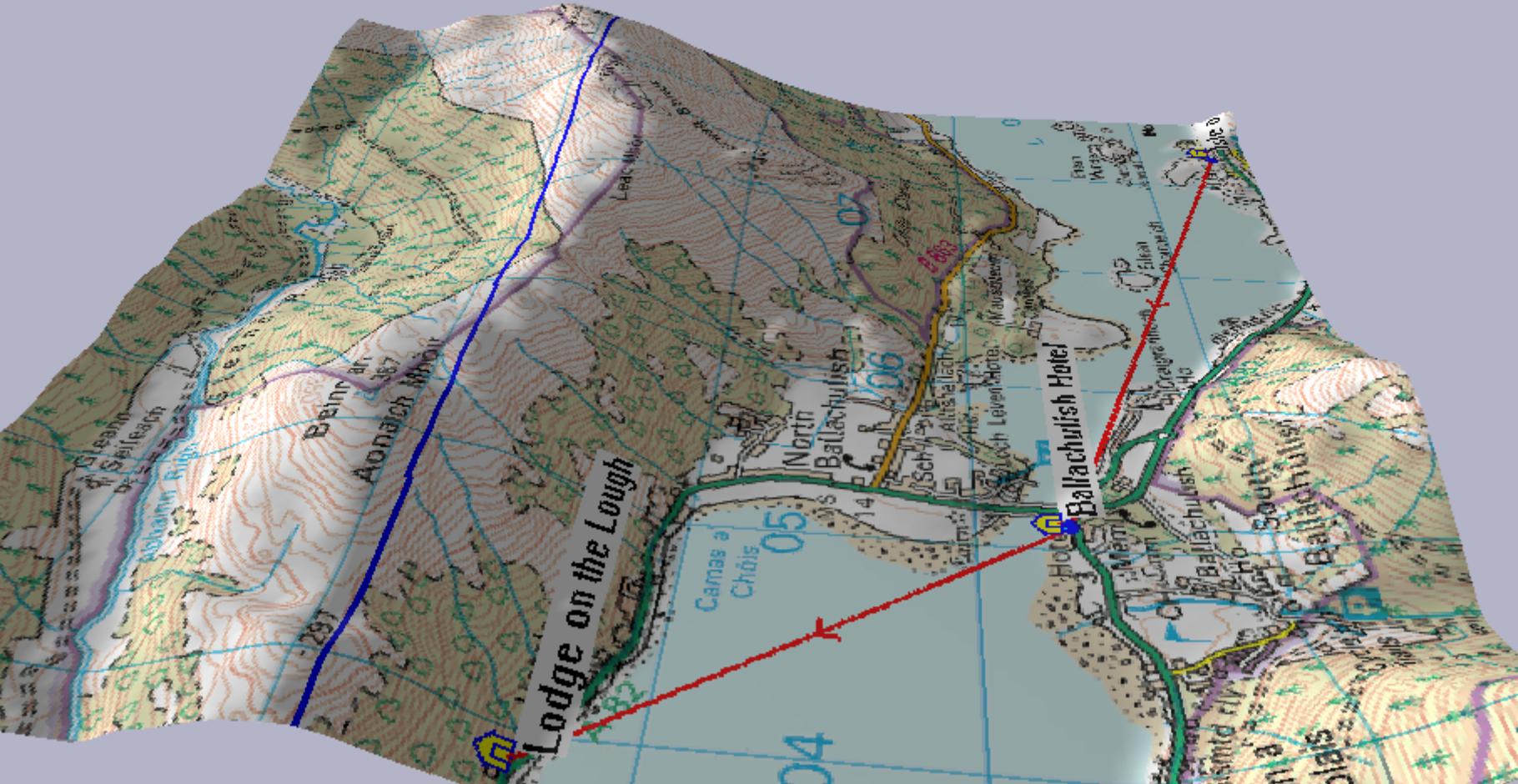
• Benefits to Community

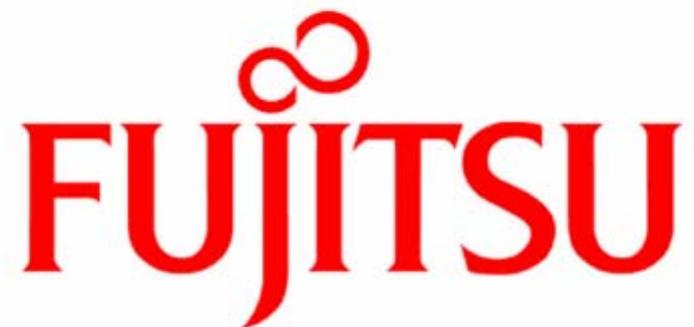
- Care of the Elderly/Health Services
- elearning
- Links to Public Services
- Community Development

• Benefits to Business

- Home Working
- procurement and trading
- Tourism Providers
- Security and Conferencing





The logo features a red infinity symbol positioned above the word "FUJITSU". The word "FUJITSU" is rendered in a red, serif typeface with a classic, slightly condensed appearance. The infinity symbol is a simple, clean line drawing.

THE POSSIBILITIES ARE INFINITE