Our Shared Services Partnership
Diverse and complex Partners

Oxfordshire Fire and Rescue

750 schools in Oxfordshire and Hampshire

City of Westminster

The UK’s largest public sector shared services partnership.
# The Journey

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<thead>
<tr>
<th>Year</th>
<th>HCC</th>
<th>HCC Schools</th>
<th>HFRS</th>
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<th>Customer Contact Improvement</th>
<th>ESS Fiori Launchpad</th>
<th>Success Factors Recruitment, Onboarding and Marketing</th>
<th>HC Role of the Manager</th>
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Legend:
- HCC: Hampshire County Council
- HCC Schools: Hampshire County Council Schools
- HFRS: Hampshire Fire & Rescue Service
- HC: Hampshire Constabulary
- OCC: Oxfordshire County Council
- OFRS: Oxfordshire Fire & Rescue Service
- OCC Schools: Oxfordshire County Council Schools
- SAP HANA: SAP HANA
- SAP C4C: SAP Customer Relationship Management
- Supplier Self Service
- Customer Contact Improvement
- ESS Fiori Launchpad
- Success Factors Recruitment, Onboarding and Marketing
- HC Role of the Manager
- Success Factors LMS
- LBHF: London Boroughs
- WCC: WCC
- RBKC: RBKC

2019/20 Development Programme
The Integrated Business Centre

**Services**

- **Finance**
  - Record to Report
  - Transactional Finance (OTC)

- **Hire to Retire (H2R)**
  - Transactional HR administration
  - Recruitment services
  - Digital Learning Environment

- **Purchase to Pay (P2P)**
  - Purchasing
  - Invoice processing

- **Payroll**

**Partners**

- Hampshire County Council
- Hampshire Constabulary
- Hampshire & Isle of Wight Fire & Rescue Service
- Oxfordshire County Council
- The Royal Borough of Kensington and Chelsea
- City of Westminster
- h&f: hammersmith & fulham

**Operating Model**

- A public partnership agreement.
- Leading practice end-to-end processes.
- SAP technology.
- Single service centre location.
- Single employer of 450 staff.
- Supported by in-house SAP team of c75 staff.
Design principles

- Paperless wherever feasible
- Maximise self-service
- Improve consistency and standardisation
- Process design must exploit SAP standard where possible
- Seize opportunities to simplify policies
- Maximise co-location
- Facilitate scalability
- Reflect best practice
Approximately 100,000 employees

Only 25% desk based (but not necessarily in an office environment)

A diverse workforce
Accelerated Digital Adoption
Accelerated Digital Adoption

- Successful remote working (24 hour de-camp)
- Removing outbound paper
- Removing In-bound telephony whilst investing in digital channels
- Insight led
How we did / do it
Implementing across multiple partners – what we learnt?

- **Strong Governance of business requirements and decision making**
- **Be careful not to over-engineer… keeping simple is best**
- **Be clear on data migration approach, and start this work early**
- **Don’t underestimate business deployment and cultural change**
The UK’s largest public sector shared services partnership.