

THE BEST-RUN BUSINESSES RUN SAP™



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SAP Leaders in the Business of Government

Governments around the world are increasingly focused on how the complexity and diversity of Public services can be simplified, to ensure services are delivered to the citizen in the most convenient and cost effective manner. SAP is privileged to be partnering with some of the most innovative and forward thinking governments in the world, and through this regular series of bulletins, wishes to share its insights.

Ageing Population

It's a fact that two thirds of all people that have ever lived beyond the age of 65 are alive today! Life expectancy; is for the most part, increasing across the world, creating heightened pressure on Public Services, especially in the areas of Healthcare and Pensions. Innovative organisations such as Barcelona's teaching hospital lead the sector in their use of IT solutions to manage and drive efficiencies.

Citizen Centric Services

As countries develop, citizens expect public services to be delivered in a form and via a medium convenient to them, focusing on the citizen's needs rather than a department or agencies processes. By way of example, Trafford City Council, in the North of England, demonstrates how leading edge public services can be made readily available via phone, Internet or in person at a council office. Increasingly we see governments shape service delivery; be it health, education, or Pensions, on a citizens needs during key phases of life.

Transparency

Transparency and accountability are core requirements for all governments, not only for the citizen / tax payer, but also for the long term prosperity of the country. Transparency enables all to see the full workings of government programs, creating a solid platform for economic growth. Key development programs can safely attract funding and support from both private and public sectors, boosting a countries infrastructure to fuel economic growth. The increasing momentum towards shared services; in both, central, regional and local government provides the potential for government wide transparency of finance and resource utilisation. By way of example, KMD of Denmark, and Gauteng Shared Services Centre in South Africa are innovatively deploying Shared Services across government and citizens alike.

In summary, the Business of Government is changing rapidly. Best practices shared between governments and industry greatly improve the speed and efficiency; with which solutions are deployed, hence benefit gained by the citizen. SAP looks forward to the opportunity to partner with you, as Leaders in the Business of Government.