

# NSW government outsources ServiceFirst to Unisys and Infosys

By MIKE GEE

More than 6000 public servants will have access to the latest technology tools, improved customer service, 24/7 support and faster turnaround times following the announcement a signed deal between between the NSW Government and global technology specialists, Unisys and Infosys.

Minister for Finance, Services and Property, Dominic Perrottet, said the Baird Government was continuing its innovation drive by outsourcing the functions of shared service provider, ServiceFirst, to the business community.

“The hard working ServiceFirst staff have done a terrific job in a difficult environment of making legacy systems and processes work for the agencies they support”, Perrottet said. “But this model is inefficient, expensive, based on outdated technology and designed for a 9-to-5 world which no longer exists. This is causing our staff frustration and costing taxpayers money.

“It’s time to move our back office into today’s world, give our public servants the tools they need to work effectively and shift to modern, flexible and scalable technology solutions.”

The deal will see Unisys and Infosys leveraging their expertise and scale, to deliver better, more efficient back office enterprise resource planning (ERP) and transactional services, such as IT services, payroll, recruitment, accounts.

In statement, Unisys said that under the six-year contract, it will provide end-to-end outsourced IT services including mobile device, laptop and desktop support; central computing infrastructure support including server, storage, networking and data centres; IT service management including a centralised service desk in Sydney; desk-side support; and application services.

ServiceFirst currently provides quality back-of-house shared services to core NSW Government agencies such as the Office of Finance and Services, Premier and Cabinet, and NSW Treasury. ServiceFirst is part of the Office of Finance and Services within the Treasury and Finance cluster.

Unisys said it would reduce operating costs and enhance flexibility by moving to an outsourced consumption-based IT model where agencies can provision computing resources on an on-demand basis from an extensive catalogue of subscription-based services.

It will use an innovative persona-based approach to delivering personalised IT services to end users, designed to enhance the productivity of employees by delivering support appropriate to their particular role – rather than a one-size-fits-all solution.

In the first phase of the program, Unisys will assume management of ServiceFirst’s existing environment and that of its client agencies. The company said it would then implement a transformation program to transition the client agencies to a future consumption-based model, running on Unisys-owned systems in the new GovDC location.

Infosys vice president and regional head, A/NZ, Andrew Groth, said, in a statement, the company looked forward to working with the NSW Government as a strategic service provider managing the entire business processes of payroll, HR and financial services for the government's foundation agencies.

"Drawing on our proven global network and experience providing innovative solutions, Infosys will help provide the NSW Government with a distinct advantage to drive its transformation and deliver tangible efficiencies," he said.

"These efficiencies will enable the government to focus its resources on customer service and delivering its new transformative programs, while Infosys manage the core back-office business processes."

"The establishment of a new specialist delivery centre in Parramatta will allow Infosys to provide applications management and business process transactional services to NSW Government as well as our wider public and private sector customers."

The establishment of the Parramatta delivery centre is expected to deliver savings of around \$20 million per annum, which will be reinvested in front-line services, according to the NSW government.

Key benefits for public servants and agencies include:

- Move from 'nine to five' service desk arrangements to 24/7 user support, with automated forms and digital service requests
- Support for employees to use their own mobile and desktop devices in the work environment and out of office access to the desktop to enable flexible work options
- Shift to an 'as a service' model where agencies will be charged for what they use rather than annual billing
- Reduced costs from the consolidation of multiple on-premise ERP solutions into a single cloud based platform
- Transition to the NSW Government datacentres, in line with the NSW ICT Strategy
- Potential for other agencies to on-board and leverage scale and efficiencies.

Perrottet said a revamped back office would empower the public service to better serve citizens.

"Public servants will be the beneficiaries of this announcement as they will now have access to the technology tools of today to enable them to work smarter," he said. "We can now focus on our transformation agenda while leaving back office processes to the experts."

"The Baird Government is committed to ensuring a digital future for the NSW public service and the citizens of this state."

ServiceFirst currently supports agencies including the Department of Finance, Services & Innovation (DFS&I), Department of Premier and Cabinet (DPC), Department of Planning and Environment (DP&E), The Treasury (Treasury), Service NSW (SNSW) and the Public Service Commission (PSC).

The Department of Finance, Services and Innovation will manage the transition to the new model in conjunction with existing clients, with ServiceFirst continuing to provide shared services for agencies during this period. Comprehensive support arrangements have been put in place for impacted staff, with the Department working closely with the Public Service Association.

The transition to the new delivery model will be completed by December 2015.

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