



Shared Business Services

A partnership between the Department of Health and Xansa

ICT in Healthcare OECD Labour/Management Programme

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The Xansa logo, featuring the word 'Xansa' in a white, bold, sans-serif font, positioned on a large orange trapezoidal background that tapers from left to right.

Xansa

Overview

- Shared administrative services for NHS organisations
- 50:50 Joint Venture between the Department of Health and Xansa
- Key response to Gershon review on public sector efficiency
- NHS SBS Launched April 2005,
- Private sector company
- Currently delivering over 30% direct costs savings
- Processing over 20Bn euro p.a
- 30,000 users in over 100 organisations and in excess of 1000 sites

***Freeing up £224m for front line care
.....equates to 12000 nurses' jobs***

The Journey

NHS
Shared Business Services

Towards shared services

Commercialise

Measure
(focus on service)

Scale
(bring resources together)

Standardise
(do them the same way)

Simplify
(do things better)

- Commercial SLA's
- Market pricing
- Packaged services
- P&L
- Benchmarking
- Separate governance from delivery
- Marketable service

- Simple SLA's
- Cost reflective pricing
- Market testing
- Customer focused

- Consolidate / Centralise / SSC
- IT-enable / Automate
- Streamline
- Resource planning
- Forecasting
- Workflow
- Single point of service contact
- Create efficiencies & Realise benefits

- Document
- Standard back office
- Standard Platform
- Custom front office

- Adoption of corporate 'best practice'
- Simple improvements

investment decisions

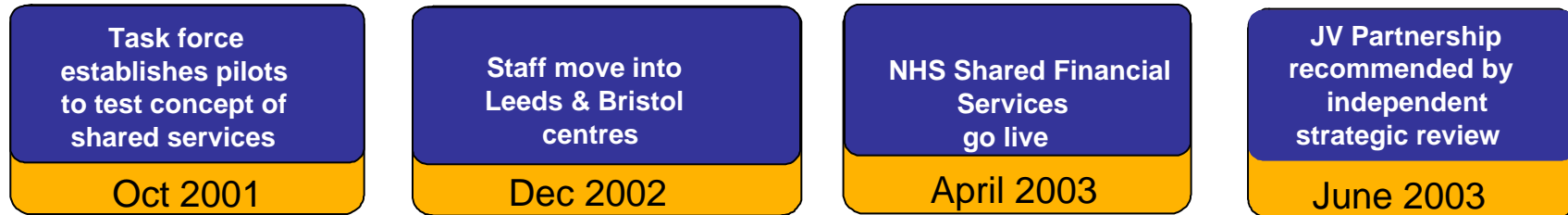
investment decisions





The NHS SBS Story to date

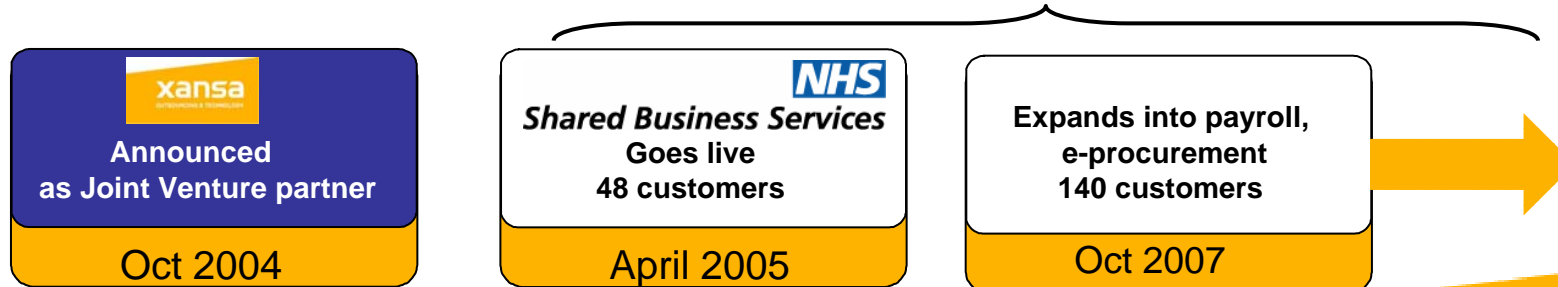
Shared Business Services



Initial design and pilot implementation challenge



On – going take up challenge



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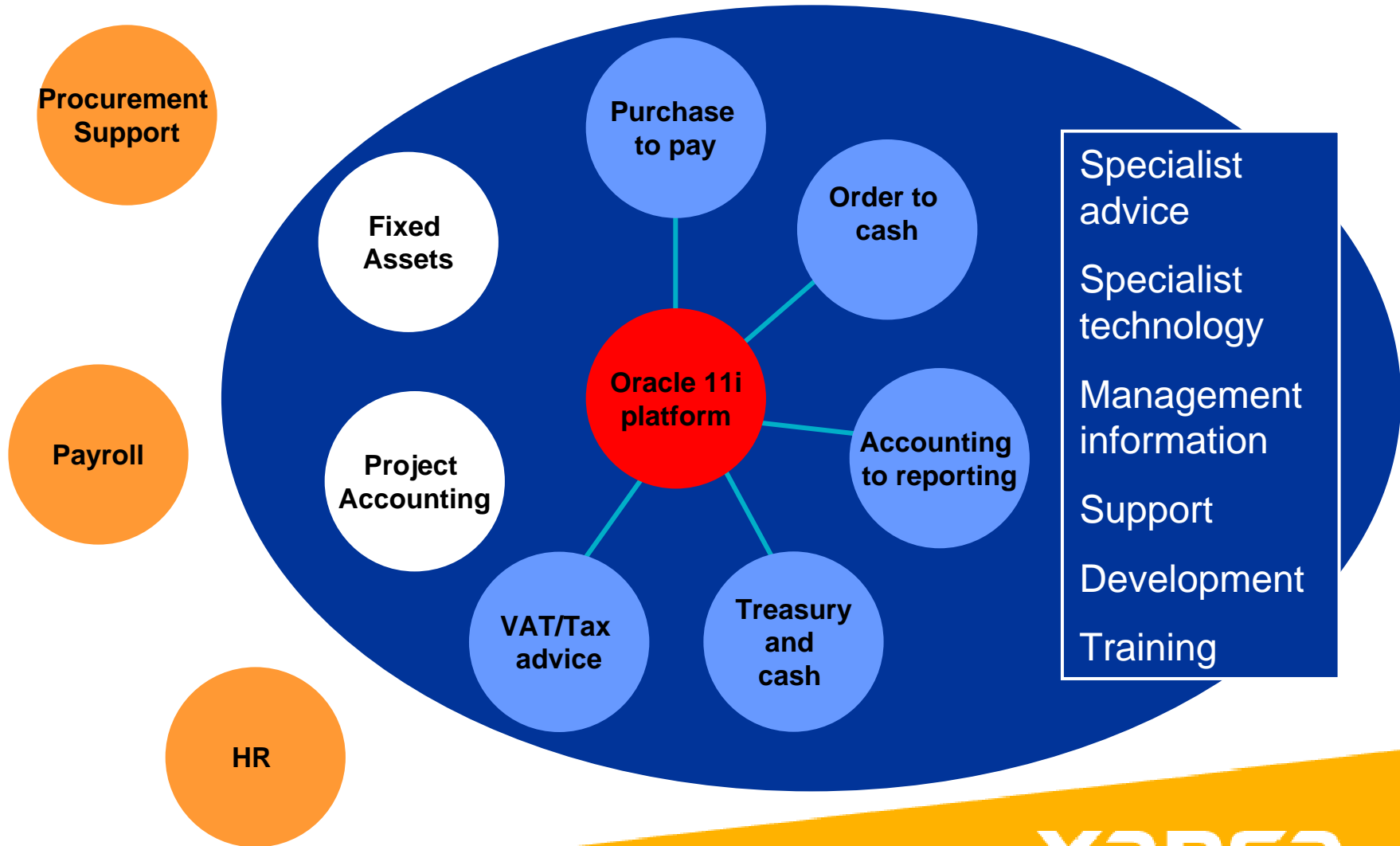
Initial Design Considerations

- **Scope**
 - What can be shared, what can be IT enabled, what can be processed centrally vs. locally, what is emotionally acceptable
- **Process Design**
 - Standardisation is key in core processes
 - Flexibility in reporting
 - Use vanilla where ever possible, but leads to bigger cultural change
 - Focus on end to end process not just within Shared Service Centre e.g. intake, fulfilment
 - Ease of use
- **Capacity and confidence**
 - Security and separation of data
 - Ease of access by end users
 - Scalability
 - Credibility in market place

Service Portfolio



Shared Business Services



On – going take up challenge

Challenge	Our Approach
Prove a better solution than In- house systems	Removes risk, provides a better investment and cheaper running costs, whilst providing required functionality
Need to prove business case with each trust	Strong value proposition based on current benefits and longer term strategic benefits
Undertake change programme within trusts	Create specialist team, which combines NHS knowledge programme and change management. Create gap analysis for trust processes vs our processes
Maintain service levels as volumes quadruple	Create stabilisation team to look after new trusts, capacity planning linked into pipeline planning
Future proofing of services	Continuous on going developments to maintain value. Identification of developments by user groups, market trend analysis, working closely with Oracle

Issues and challenges are not IT based



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Questions

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