

Delivering Efficiency within the Public Sector

Increase Performance and Release Assets
to Invest in Frontline Services

buying
solutions



An Introduction

Amor Group has a proven track record helping public sector organisations transform their operations; delivering value for money and improving the quality of frontline services. Our capability is demonstrated by an outstanding track record backed up by our placement on several procurement frameworks including Buying Solutions where Amor Group is an accredited supplier under three ICT Consultancy Frameworks: ICT Strategy Consultancy and Development, Application Consultancy and Delivery Services, ICT Architecture and Infrastructure and Delivery Services.

In Action

Shared Services: Consultancy Advice

In 2007 Amor Group was appointed to evaluate NHS Orkney's IM&T organisation. The capability and capacity of Orkney Islands Council's ICT organisation was also investigated with the intention that the Council provides an ICT operation as a service on behalf of NHS Orkney. Amor Group carried out a comprehensive management consultancy review of ICT operations across NHS Orkney, with a view to achieving in house or equivalent savings through sharing services with other providers. It then carried out a capability and readiness check at the Council's ICT organisation. A Special Purpose Vehicle (SPV) was formulated to enable one public service body to be serviced by another.

Business Process Outsourcing: Total Delivery Responsibility

Amor Group delivers the Welsh Examination Database (WED) - a system and service to process data and produce accurate results. The management of the total process and supporting service desk has dramatically reduced the time the Welsh Assembly Government (WAG) spends on this process. The entire process is electronic, making it easier for schools to make amendments and additions, and consequently reducing the amount of time they have to spend on this.

Business and IT Consultancy: Organisational Re-design, Business Process Transformation

Amor Group recently led a project with NHS National Services Scotland Information and Statistics Division Systems Interface Group to focus services towards customer needs, re-design, transform the organisation, rationalise services and increase service level achievement.

Systems Development: Design, Development, Integration Support and Hosting

Amor Group undertook a technical appraisal of the Scottish Landlords Registration System design and architecture to identify issues with the system and its performance. Bottlenecks in the registration administration workflow and 'hot spots', generating a high number of support registration calls, were identified. Amor Group manages support, ongoing development and operation of the system. Subsequently, Amor Group has implemented a number of enhancements including systems security, the reporting facility, streamlining the registration process and implementing the renewals functionality and legislation changes.

Spending Review 2010

The Government is delivering a step change in the drive for efficiency and value for money in the Public Sector, including driving down the cost of operational delivery as well as simply cutting out waste and lower priorities.

The Government will challenge departments, local government and delivery partners to consider fundamental changes to the way they provide vital service.

Services

Shared Services:
Consultancy Advice

**Business Process
Outsourcing:** Total
Delivery Responsibility

**Business and
IT Consultancy:**
Organisational Re-Design,
Business Process
Transformation

Systems Development:
Design, Development,
Integration Support and
Hosting

“ Amor Group has a refreshing approach. This combined with the quality of people and flexibility has led to a great working relationship. ”

Sandra Black, Director of Finance and IT, Renfrewshire Council

