

# CAPITA

## Shared services: Why Capita? Because this is what we do



The right software partner for your shared service

# Shared services. Why Capita?

## Because we're good at this

We work with over 300 UK local authorities to help them deliver better services for their communities. We are also the leading provider of shared service partnerships to local and district authorities.

We have been instrumental in developing and continue to manage over a dozen local government shared service partnerships across revenues and benefits, payment management and document management. As such Capita solutions continue to provide the backbone of local government shared services in the UK.

### We know your business

It is widely accepted that the back-office is the most appropriate place to start: it's the cornerstone of change. For over 25 years Capita has been working in the LA sector. We currently work with over 300 local authorities to manage change and to deliver streamlined, efficient, back-office functions. Our software has been the bedrock in making sure the technology effectively delivers for those functions. Now it's the bedrock for sharing services across those functions and beyond.

Local government is our business. We know it and we understand it. That's why we are already proving the obvious, dare we say, "safe" choice for local authorities wanting to use shared services to deliver the best services to their communities for the best price.

With us as your partner you are safe in the knowledge that we deliver what we promise.

Why shared services?

Why now?

Why not?

Why bother?

Why Capita?

For more information call our specialist team on

**08701 631800**

[sharedservices@capita.co.uk](mailto:sharedservices@capita.co.uk)

[www.capita-software.co.uk/shared-services](http://www.capita-software.co.uk/shared-services)



## Best practice guaranteed and top-up skills on standby

As the leader in the relatively new world of shared services within local government, Capita is already at the forefront of establishing best practice in the field.

Our track record of collaborating with successful shared service partnerships means we can consider, develop and implement partnerships quickly and smoothly using tried and tested methods that have proved themselves over and over again.

Our success in shared services is also helped by the fact that Capita is about much more than software services. Whether it's software, hardware, property consultancy or change management that's needed along the way,

we can draft in colleagues or call on the services of our carefully selected third party organisations to plug gaps and keep the process on track. With some 37,000 staff to our name we've got plenty to choose from.

## An offer too good to turn down

We believe that shared services have a crucial part to play in the future of local government in this country. But we realise that it's a big step to take. That's why we are offering a selected number of local authorities a risk-free chance to see just how a shared service partnership might look for them.

**Flick to the Why Not? pages to read more, or call us for a no obligation conversation about how we can help.**

*"The amount of support Capita has been able to give the partnership has meant the system has gone in very quickly indeed and is working efficiently. I see a partnership between the shared service and Capita as being key to the future development of any computer systems."*

Ralph Madden, chairman of joint committee, South Worcestershire Shared Services Partnership

*"It has been a long journey to excellence for the Anglia Revenues Partnership, but the four partner authorities now consistently receive the highest standards of performance and quality every year. To also receive a consistent saving of almost £10 for every single Council Tax payer is a bonus."*

Anglia Revenues Partnership



Still wondering how to get started?  
Speak to one of our shared services specialists by calling

**08701 631800**

Capita. Making sense of shared services.

# Making sense of shared services

## Leading the way for local authority shared service partnerships

- 25 years' experience implementing and managing the administration of technology and software solutions for the public sector in the UK.
- We work with over 300 UK local authorities to help them deliver better services and outcomes for their communities.
- We run over a dozen of the most successful local government shared services partnerships established in the UK (as of February 2011).

## Best practice guaranteed and top-up skills on standby

- As the leader in the relatively new world of shared services within local government, Capita is at the forefront of establishing best practice in the field.
- Capita's services range from IT to property consultancy, document management to change management. During the development of shared service partnerships, skills gaps can be plugged immediately to keep the process on track.

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Why Capita?

To find out the answers,  
call us now on

**08701 631800**

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