Collaborative, multi-agency working for government & public sector:

Four critical success factors for digital transformation
The need to deliver better services, and at a lower cost, is driving every level of government and the public sector to look for new, more collaborative ways of working.

DIGITAL TRANSFORMATION

Initiatives to drive greater collaboration (both internally between teams and agencies, and externally with partners, suppliers and citizens), are today being met with a mix of cloud computing, social tools, mobile devices and collaborative work platforms.

However, these tools have presented themselves to government and public sector organisations not only as an opportunity, but also as a challenge. Most notably, the ability to leverage these technologies for improved team and multi-agency collaboration in a way that strikes a balance between the very real need to protect sensitive data, and the need to remain proportionate and aligned to the wider goal of building effective and usable tools.

In other words, tools can’t compromise on ease of use; not when programmes are increasingly being evaluated and funded based on employee experience.

The desire for change is clear enough. From multi-agency project coordination and supplier management, to the basic needs of employees looking to sync, share and publish files across desktop and mobile devices, our growing portfolio of government and public sector clients points to a surge in the number of organisations now embracing better team collaboration through cloud tools such as Huddle.

So how do you become a more collaborative, cloud-first leader? Follow our four critical success factors and you are well positioned for success.

Cloud-collaboration is transforming how government and public sector organisations work with each other.
80% of central government departments use Huddle to confidently collaborate and manage multi-agency projects, share and manage files and enable secure mobile working.

Meeting the Official security classification and guaranteeing UK data sovereignty, Huddle overcomes many of the challenges of working securely across dispersed teams.
FOUR SUCCESS FACTORS:

1. Be more agile

Government agencies, public sector bodies and private sector partners often need to come together to deliver major projects. This typically requires agility and the coordination of effort around a large volume of documentation. However, with participants from an increasingly broad spectrum of organisations, project groups can often experience challenges caused by a lack of shared IT infrastructure. In these scenarios, programme delivery can be delayed and even compromised as participants default to insecure methods of sharing information.

Innovative leaders understand that to meet the expectations of a modern public sector, and improve outcomes, cloud technology is central to improving agility.

Consideration:
Consider how cloud collaboration technology can improve outcomes by sitting above disparate, legacy IT systems, meaning teams can quickly coordinate projects with internal and external stakeholders.

Creating secure, shared cloud-based environments means project participants can better manage documents and tasks, share files, and securely communicate across a dispersed team.

AQuA uses Huddle to coordinate the delivery of best practice guidelines across NHS Trusts serving more than seven million people.
FOUR SUCCESS FACTORS:

2. Be more mobile

Having access to the right information at the right time can deliver real benefits. However, balancing mobility with security can be a challenge.

An increasing number of employees have field roles (such as inspection and medical staff), and a growing number of employees are looking to benefit from increased working flexibility afforded by better mobility solutions.

Innovative leaders understand that we are no longer tethered to physical desks. Whether in the office or on the road, teams need to be confident in their ability to work seamlessly, share documents, manage approvals and follow team communication as they hop between devices and locations.

Consideration:

Mobile email is not enough to achieve the productivity gains promised by mobile technology. Understand how employees move between devices and locations, and the tasks they need to accomplish, then consider how a secure collaboration solution such as Huddle can remove some of the productivity blocks that occur.

The Department for Energy & Climate Change uses Huddle to allow its technical experts to remotely view documents, maintain control over document versions and share work for review.
FOUR SUCCESS FACTORS:

3. Have more control

More than 30% of public sector spending goes to the procurement of goods and services\(^1\). As government and public sector bodies look to achieve greater efficiency and extract maximum value from its private sector suppliers, the need for a more collaborative, multi-agency approach to procurement and supplier management has arisen.

Even for small contracts, the large amount of data flowing between stakeholders means the procurement process can be time consuming and inefficient. Allowing agencies to work more transparently with each other means improved purchasing power can be achieved. This delivers greater value and improved long-term performance management.

Leaders understand that ensuring contracts are fulfilled to budget and scope requires constant evaluation, and that improved multi-agency working can help to improve not only the tender process, but also supplier management.

Consideration:

Consider how cloud-collaboration can improve knowledge sharing between departmental contract managers and Commercial Relationship Teams. Tools such as Huddle dramatically improve efficiency around bid documentation, deliver complete auditability over the process, and ensure a coordinated approach between teams and agencies to extract maximum supplier value.

When gathering information and managing the flow of sensitive information across all stakeholders, Huddle keeps everyone engaged and informed.

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\(^1\) Public Procurement briefing paper 2015 (House of Commons Library)
FOUR SUCCESS FACTORS:

4. Reduce risk

Huddle’s own research has found that while 87% of government and public sector workers believe the security of the content they share to be “very important”, almost half (47%) send hard copies through the post, while 20% admit to using unencrypted USB flash drives.

Awareness of how data is classified for security purposes remains low. Just 20% of local government employees are aware of the government’s 2014 Security Classifications.

Without the correct tools, employees may look to find their own solutions which can put data at risk. Leaders understand that security must be balanced with the flexibility to allow teams to function efficiently.

Consideration:
Shadow IT breaks audit trails and exposes you to data protection issues. Audit the shadow IT tools that are currently in use across your organization (including consumer-grade file sharing apps and USB flash drives) and consider how a mandated cloud-collaboration solution can meet both productivity needs and security requirements.

Combining rigorous security and time-stamped audit trails of user and document activity, with an easy to use interface and a consumer-like experience, Huddle gives you the confidence to collaborate.
Your next steps

Government and public sector bodies are increasingly adopting a cloud-first policy to achieve not only greater cost efficiencies, but also improved multi-agency collaboration.

You want to build the foundations for a more efficient, more productive and more valuable organisation, but how do you navigate the growing portfolio of technologies that are available to you?

- Understand the requirements for data security within your organisation and don’t underestimate the frequency with which staff are sharing data with external stakeholders. 90% of the information that is created or processed falls within the OFFICIAL classification as described by the Government Security Classification Policy (GSC).
- Engage with a partner that meets this security classification and performs to ISO27001 standards across its data centres and own internal operations.
- Consider data residency (the physical location where your data is saved). Not all cloud providers offer UK data residency to assure the sovereignty of your information.
- Consider not only the technical impact, but also the cultural impact. Work with a partner that can help you through a process of change management across your key stakeholders.

“Huddle is inspiring a new, more effective way of working across Ofsted and helping us to deliver on our digital transformation agenda.”

Ofsted
WORKING WITH HUDDLE

Huddle is the most trusted cloud-collaboration solution for UK government and public sector organisations - helping teams to securely collaborate on documents, share files, manage multi-agency projects and increase the productivity of employees.

Huddle always guarantees UK data sovereignty and provides a full and transparent audit trail of all action and activities that take place around your data.

Benefit from preferential pricing if you procure Huddle through G-Cloud on the Government’s Digital Marketplace.

Every Month

- 250k collaborative actions
- 600k documents added
- 10k tasks set
The value of collaboration with Huddle

**MOBILITY & PRODUCTIVITY:**
Increase the mobility and productivity of employees, allowing them to safely access and share content from anywhere, from any device. Share and publish any kind of file, including video, across internal and external stakeholders, while putting safeguards in place to keep sensitive data secure.

**PERFORMANCE:**
Huddle supports government frameworks and initiatives designed to increase multi-agency collaboration by helping to overcome many of the technical challenges faced by employees. As a cloud-based platform, Huddle sits above disparate, legacy IT infrastructures, meaning teams can quickly coordinate projects with internal and external stakeholders.

**DATA SECURITY:**
People will always follow the path of least resistance to get their work done as efficiently as possible. To mitigate the use of shadow IT, Huddle pulls together key workflows – from document sharing, commenting, approval management and task setting - maintaining the audit trail, meeting your security requirements and assuring the UK sovereignty of your data.
What clients say

“Huddle empowers Ofsted to collaborate with colleagues, external partners and other government bodies through any device.”

OFSTED

“We needed to share content with agencies on the other side of the firewall - something beyond our current SharePoint configuration.”

NHS STOCKPORT CCG

“Huddle was more exciting and had far more potential than its counterparts.”

THE COMMONWEALTH

“Huddle is valued by users as something that makes their lives easier.”

ADVANCING QUALITY ALLIANCE

“Huddle saves us more than £100,000 annually in staff costs.”

DEPARTMENT FOR ENERGY & CLIMATE CHANGE
About Huddle

Create, share and work together in a secure cloud-based environment. Keep projects on track, documents organised and your teams synchronised across all devices.

Huddle’s government customers include 80% of UK central government departments, including the Ofsted, NHS StockPort CCG and the Foreign Commonwealth Office, as well as numerous local government and public sector bodies.

- Government-grade security spans administrative, technical and physical safeguards to keep your sensitive data secure.
- A single interface to manage the collaborative nature of today’s multi-agency projects.
- Sophisticated permissions. Lock workspaces across teams.
- Greater visibility for managers who need to oversee activity and track deliverables.
- One click to securely share files with stakeholders.
- Add tasks and request approvals around your documents. Keep track of workflow from your desktop or mobile device.
- Suite of native mobile apps.
- All document and user activity is auditable and trackable.
- Infinite roll-back to past document versions.
- Built-in approval workflow.
- Securely upload and download files.
- Cloud-based, allows easy access for staff in the field.
- Fully integrated with Microsoft Office tools (Excel, Word, Outlook, and PowerPoint). Save and open Huddle documents within Microsoft tools, add and review document comments.

For more information, or to request a demo, please visit huddle.com
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