

HER MAJESTY'S PRISON
SERVICE, LONDON
VIDEO CASE STUDY
TRANSCRIPT

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Abstract: See how our work in helping move Her Majesty's Prison Service prisons to a shared service system helps prisons reduce administrative work to better focus on prisoners and public safety.

Barry Johnston: We are in Her Majesty's Prison Coldingley, and our basic, prime duty is to keep these guys behind the fences to protect members of the public from further crimes. *(Super: Senior Officer, Her Majesty's Prison Service)* Every single day is completely different than yesterday, and you're given different challenges every single shift.

Fraser Nicholson: *(Super: Account Executive, EDS, an HP Company)* It was decided to try to improve the efficiency and effectiveness of back-office systems within Her Majesty's Prison Service. And so the Project Phoenix, as it's known, was initiated.

Ann Beasley: *(Super: Director of Finance, Her Majesty's Prison Service)* We didn't actually have enough money to carry on working the way that we were. So we did need to make some savings.

Fraser Nicholson: Prior to the implementation of Phoenix, each prison had its own HR, had its own finance, had its own procurement function.


Philip French: *(Super: Chief Information Officer, National Offender Management Service)* The key concept organizationally was to remove, for example, finance clerks from every jail, and have a smaller number of them working in a contact center environment in this shared service center in Newport.

Ann Beasley: And that would actually alleviate prisons from doing a lot of the transactional work, and also produce some economies of scale, and for the first time gave us consistency around those processes.

Philip French: The big change over the past year is employee self-service. So for example, a prison officer filling in his or her expense claim, or someone reporting a sick absence online, and that's a change going through at the moment which makes a big difference to front-line staff in the way they do their day-to-day jobs.

Barry Johnston: I use it every single day. If you're half decent at typing, it's an incredibly quick system to go through. I would use it primarily to ensure that my staff's claims, if any are submitted, are processed and approved as quickly as possible. And by using this system, it's done almost instantaneously.

Philip French: The business case for running Phoenix over a number of years shows a net save of over a hundred million pounds, and we're well on track to deliver that.



Ann Beasley: Phoenix, for me, has sort of epitomized a really good example of a partnership working. Even from the very beginning, there was very much a “can-do” attitude, and a – you know, together we’re going to fix this.

Barry Johnston: Less paperwork, far quicker service. And the good thing about it is you actually get the expenses in days rather than — now — it used to be in weeks.

Philip French: We couldn't have achieved that without the IT system, and we couldn't have delivered the IT system without EDS.

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