

HER MAJESTY'S PRISON SERVICE VIDEO CASE STUDY

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Abstract: See the story of how our procurement solution made one prison catering clerk's food ordering processes more efficient – allowing her to better serve prisoners.


Robin Wilkinson: (*Super: Acting Director of Personnel, Her Majesty's Prison Service*) Her Majesty's Prison Service is 127 prisons in the public sector, with 49,000 employees looking after up to 80,000 prisoners, but to do so decently and to help them lead more abiding lives when they're released.

Ann Beasley: (*Super: Director of Finance, Her Majesty's Prison Service*) And we're responsible for providing custodial care for prisoners in England and Wales. There are about 127 public-sector prisons and another 11 private prisons. The actual relationship with EDS started in the late '90s when we outsourced our IT, and it also allowed us to start building programs on that infrastructure, and the Phoenix program is an example of that.

Ian Poree: (*Super: Account Executive, Offender Management Business, EDS*) The Phoenix project is a government modernization program. So effectively business support functions, which used to be done on a local basis within each prison, are now being done in a shared service center.

Ann Beasley: I came in and discovered that we had separate finance systems in every prison.

Heidi Cope: (*Super: Local Catering Manager – Erlestoke, Her Majesty's Prison Service*) I'm the catering manager here, and we feed 426 prisoners three times a day. Prisoners get very upset if their food's not good, so I try to do that on a very, very tight budget. I only get about one pound thirty-six per prisoner per day, and I have to get three meals out of that.



Ann Beasley: If you were a catering manager before in a prison, you'd have to ring up lots of suppliers and place your orders over the telephone or fax or whatever.

Ian Poree: What we've been able to do is give catering managers like Heidi some very powerful modern tools to be able to procure in a very effective automated manner.

Ann Beasley: Now we have a series of online catalogs where catering managers can go in, they can pick what they want, they can copy it directly in the [unintelligible] system, and send it straight to the supplier, which makes their job much easier.

Heidi Cope: I find it a lot easier, because the old system we had to write everything down manually, then it was sent over to the finance department who then placed my orders, and it's a lot of people in between whereas now I do it direct to the computer.

Ann Beasley: It's taken quite a lot of the administration out of their task, and it ought to allow them to concentrate more on what it is they want to feed the prisoners. We'll have invested, over the five years of the program, something like 150 million pounds, so it's a very big investment. We expect to save over 30 million pounds a year, in perpetuity, actually, as a mixture of staff savings and better procurement savings.

Ian Poree: And a very big part of the savings will come directly from the fact that actually the prison service will be able to operate as a national business.

Robin Wilkinson: We have to think differently about how we run our HR processes, and we have to try and particularly invest in shared service technology. We succeeded; we've implemented the pilot on time with the right technology. We could only do that because we had a joint commitment and a joint team, who were both heading towards the same line.

Ian Poree: This one happens to include a number of the Agility Alliance partners, the primary one being Oracle, and bringing the full power and weight of the Agility Alliance to bear on this particular customer's business requirements has been one of the shining lights of the Phoenix program.

Ann Beasley: Phoenix for me has sort of epitomized a really good example of a partnership working.

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