

Enterprise Content Management

INFORMATION CENTRIC PUBLIC SERVICE SOLUTIONS

electronic social care records / planning and development / contract lifecycle management / freedom of information request processing / revenues and benefits / children's services / housing / complaints management

Public service organisations of all sizes and complexities face challenges addressing and connecting the information needs of citizens, employees and suppliers. Delivering high performance and accelerated service levels through improved information and case management, with compliant records management, is central to achieving success. Joined-up government at all levels means breaking down organisational and systems silos.

OPEN TEXT
CORPORATION

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consortium

Providing accurate information when and where it is needed, in an appropriate, usable format, within compliant, auditable and automated end-to-end processes will help deliver the 21st century service levels that are expected of today's public service organisations.

About the Hedra Consortium

The Hedra Consortium is the premier solutions specialist dedicated to serving the needs of public services through the OGCbuying.solutions framework arrangements. The Hedra Consortium offers a full range of solutions, specifically designed for public services, including central government, local government, education, defence, utilities and energy, transport, health and emergency services. Over £200m of services and solutions have been delivered to public services by the consortium.

Open Text is the Hedra Consortium's partner for Enterprise Content Management solutions.

About Open Text

Open Text is a recognised leader in the UK and globally, of providing solutions to assist public service organisations of all sizes and complexity achieve highly effective services addressing the information needs of citizens, employees, suppliers and inter-agency and department interactions. Working within the Hedra Consortium further augments Open Text's demonstrable track record in helping to deliver the service levels expected of public bodies in the 21st century, within tightly controlled and regulated environments, ensuring that all aspects of the information lifecycle are addressed.

Enterprise Content Management (ECM)

Open Text's Enterprise Content Management solution of which Electronic Document and Records Management are key components, has been developed over many years in response to evolving public service needs, meeting UK and global standards including The UK National Archives (TNA) 2002 standard, the US Department of Defence (DoD) 5015 and other internationally recognised standards and schemes.

Government bodies operate with dynamic political agendas, increasing demand for services and budgetary constraints requiring operational efficiency. The Hedra Consortium is well placed to provide Open Text's solutions within the wider context of business change and transformation where key information sharing with team members, both internally and externally, is critical to programme performance. Agencies, departments and contractors must ensure security and compliance with government regulations such as freedom of information and data protection whilst addressing drivers such as the Efficiency Review, Transformational Government and the pressures to deliver savings from shared services.

Such pressures call for a strategic approach to replace the plethora of tactical solutions, to increase efficiency and reduce cost.

Information centric public services solutions

Open Text, working closely with the Hedra Consortium, provides organisation wide and departmental document, record and collaborative solutions, driving business process efficiency, with line of business integrations that meet regulatory standards while supporting key business processes for government programmes. Open Text solutions support collaborative information processes, ranging from informal research to secure collaboration within the intelligence and defence communities. Case management solutions support a variety of case workers, including managing investigative cases for criminal justice and litigation support. Open Text government solutions also address the growing need to manage email, physical records and business procedures required for internal controls and compliance with regulatory requirements.

Working together, leveraging the combination of Hedra's public service business experience and Open Text's technology and public service domain expertise, enables the delivery of solutions providing real and lasting value to the public service. The consortium can deliver solutions to address specific, process and information intensive challenges, often unique to public services, in areas such as:

- electronic social care records
- planning and development
- contract lifecycle management
- freedom of information request processing
- revenues and benefits
- children's services
- housing
- complaints management.

End-to-end solution delivery

In delivering customer solutions, we draw upon the specialist capabilities of each member of the wider Hedra Consortium to deliver a complete end-to-end solution as required:

- business solution services – a full range of advisory, business change and management consulting services
- system integration services – the consortium can provide a full range of application development and integration services across all platforms
- infrastructure services – a full range of infrastructure design, specification, implementation and ongoing management solutions
- integrated applications solutions – the supply and implementation of a wide range of solutions from leading technology suppliers currently covering the following solution areas: CRM, ECM, Business Intelligence, e-learning, document scanning, capture and secure sharing and ERP
- fully managed services – both on-site and hosted to deliver an integrated application and infrastructure managed service solution.



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