



Be the agency of change in public services

Empower public servants to do what matters for citizens.
Unlock the full potential of your Microsoft investments with Avanade.

Do what matters

Public services that work for all

Realize your agency's full potential. Click the orange banners to jump into your challenge:



Reduce costs



Provide public services that deliver on value

Public service agencies must deliver effective citizen experiences within limited budgets – which means reducing costs is always a key priority.

There are many strategies agencies can use to make budgets go further, from focusing on optimizing their existing assets to ensuring that any future investments prioritize cost efficiencies.

When it comes to cost saving technologies, migrating to the cloud is often thought to be a quick win. But cloud isn't always the instant money-saver that organizations believe it to be. When rushing to the cloud, organizations tend to migrate all their files and data with the intention of sorting through them later. This means they could be paying for storage space they don't need, resulting in unmanaged and unintended cloud spend.

To keep cloud cost-effective, public service agencies must continuously optimize their cloud usage. This requires a combination of governance, process, and tooling.



The solution

You know cost optimization needs to happen continuously for your agency to realize the full potential in its cloud resources. But what does this look like in practice? Here are three key opportunities for you to identify savings:

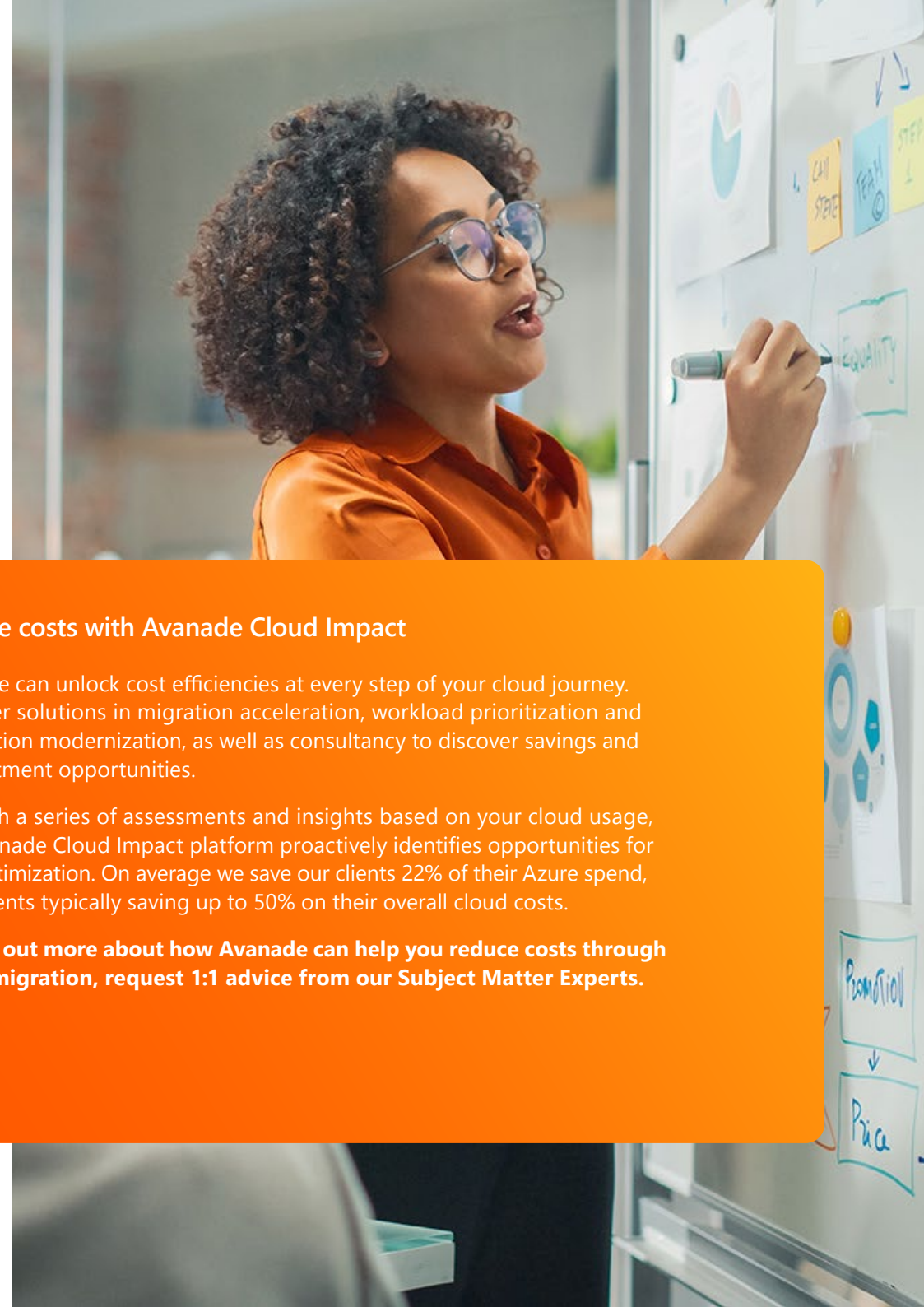
- **Think cost optimization first** – Whether you're migrating to a new cloud or designing a new application, thinking about how to optimize costs before you start will be crucial to maximizing your investment. This will require assessing current strengths and weaknesses, understanding your agency's future needs and sourcing expert guidance.
- **Use humans and AI to find savings** – Within your existing cloud investments, automated tools can help identify opportunities for cost savings, but don't forget to include a human expert who understands your business objectives too. While incremental savings identified by AI are helpful, humans are more likely to find significant strategic savings.
- **Take a step back and review your strategy** – The cloud landscape is constantly evolving, so what may have been a strategic investment one year or even six months ago, may now be costing your agency. Establishing a regular checkpoint to review your cloud strategy and existing architecture can ensure your assets are still cost-effective, even as the technology advances.

Reduce costs with Avanade Cloud Impact

Avanade can unlock cost efficiencies at every step of your cloud journey. We offer solutions in migration acceleration, workload prioritization and application modernization, as well as consultancy to discover savings and reinvestment opportunities.

Through a series of assessments and insights based on your cloud usage, the Avanade Cloud Impact platform proactively identifies opportunities for cost optimization. On average we save our clients 22% of their Azure spend, with clients typically saving up to 50% on their overall cloud costs.

To find out more about how Avanade can help you reduce costs through cloud migration, request 1:1 advice from our Subject Matter Experts.



Related solutions

If cloud migration isn't an option for your agency or you'd like to try additional approaches, consider our related solutions.



Grant Making Solution

[Avanade's Grant Making Solution](#) helps you manage grants through their entire lifecycle. The software can help you demonstrate better grant management operations, which helps to develop credibility with funders and secure future funding. Using enhanced tracking process automation, our Grant Making Solution can also optimize the funds you already have and make them go further.



Business Value Amplifiers

Through [Avanade Advisory](#), we can help you quickly identify practical actions that will enable your organization to achieve more with less. From AI readiness to digital culture and sustainability – we take a pragmatic approach to help you manage and succeed through continual change.



Intelligent Automation

Avanade has a [range of workshops](#) that show you how to use automation to lower total cost of ownership (TCO), from the front office to processes deep in the operations side. Learn how to address rote and repetitive tasks so your employees can focus on higher-impact and more rewarding work. Our consultations and workshops are custom-fit to your needs, your organization, and your priorities.

See how these solutions work in the real-world. Click the arrow below to read our client stories.

Or to talk to a Subject Matter Expert about the different ways Avanade can help your organization reduce costs, book a discovery call.





Home Group migrates to the cloud to reduce its data center operating costs

Avanade helped Home Group, one of the UK's largest housing providers, to migrate its data center to the cloud. This enabled the organization to reduce its operating costs and increase the accessibility and security of its data.



Business situation

The social mission for Home Group is to provide good quality homes to those who can't afford rentals. There's a lot of data that goes into delivering on this promise, and that data needs to be easily accessible so employees can focus on their mission.

The existing data center had reached its end of life and was slow to operate. Home Group partnered with Avanade to migrate to the cloud in a way that would release the costs of operating a large data center and open new opportunities for future innovations.

Solution

After analyzing Home Group's existing environment, we helped design and build the target landing zone for the organization's data and workloads.

- We built a hybrid cloud solution using the [Microsoft Azure](#) platform. This flexible mix ensures any incompatible workloads are supported
- Avanade [Managed Services](#) will allow Home Group to realize continuous value from its cloud operations by capitalizing on new technologies
- The end-to-end approach simplified the process and removed any friction in the journey to the cloud. It also enabled more access and control at lower costs by delivering the solution through Avanade's nearshore [Advanced Technology Center](#)

Results

These solutions are providing numerous benefits to Home Group and its customers such as:

- Helping to keep customers' data safe
- Providing a steady cost profile
- Strengthening Home Group's business continuity plan
- Improving scalability and resilience

Discover solutions that are simple yet powerful

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Do what matters

Upskill workforce



Develop your people for ongoing change

Public service agencies today find themselves in an unusual position: they have funding for relief efforts following the COVID-19 pandemic, but they don't have the people power or the skills to carry out the projects that will simplify citizens' daily lives.

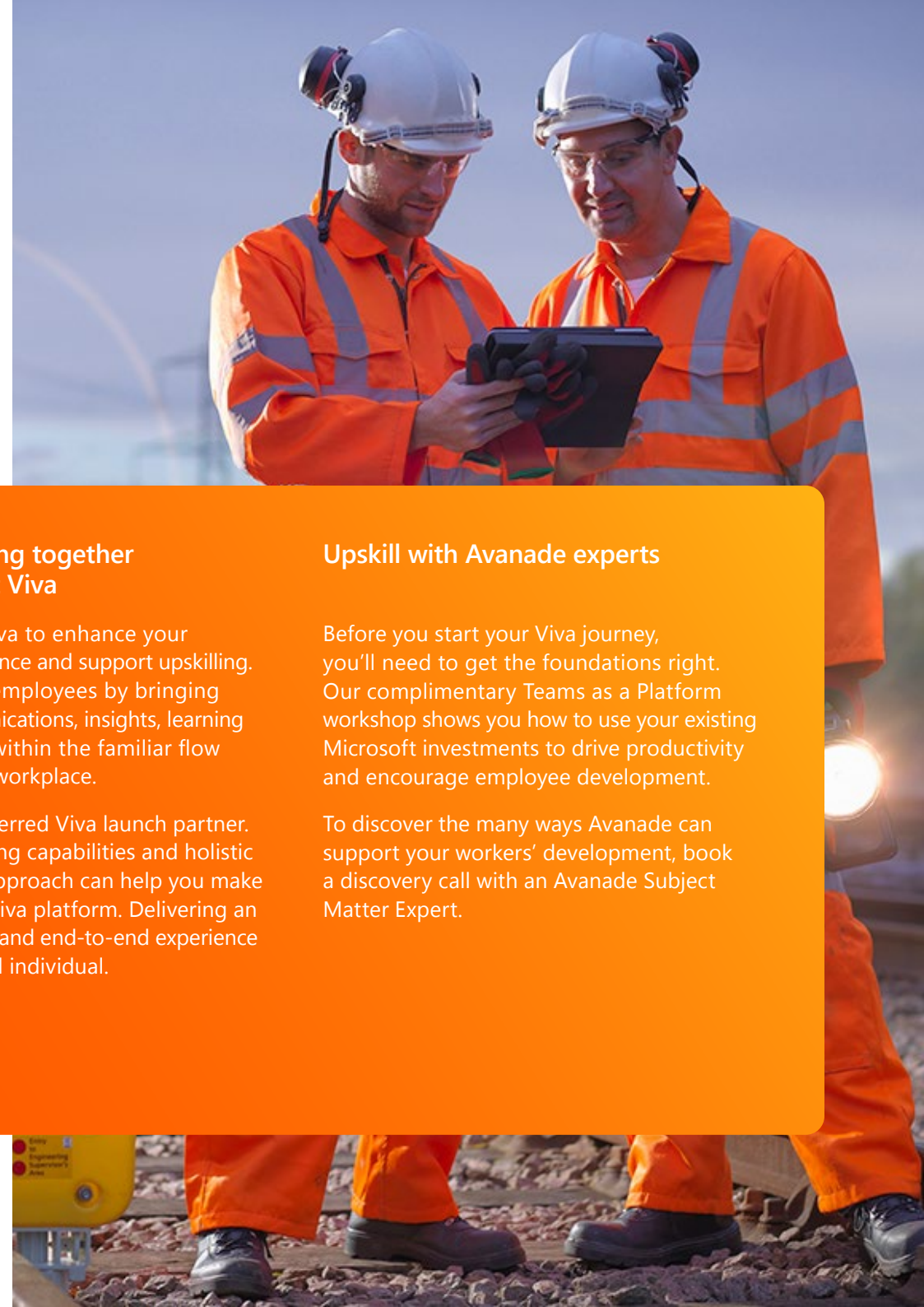
Feeling the pressure to spend their relief funds and make big changes, some agencies are turning to automation and generative AI to take care of complex projects and processes. While automation is part of the answer to the skills shortage, it cannot be the whole solution.

The key to addressing the skills shortage is to create a roadmap for your change journey. Bring key stakeholders together and include your workforce in discussions along the way to identify strengths and skill gaps. Consider where automation and AI will be of most benefit and where human intelligence is needed. Think of ways to build agility into your workforce, and provide opportunities for people to develop their skills and expertise.

The solution

To limit the impact of skills shortages, public service agencies must support flexible employee experiences, enable effective human and AI collaboration and use tools to make the most of employees' time.

- **Deliver next-level employee experiences (EX)** – By enabling a flexible, modern employee experience, your organization will be in a stronger position to maintain and attract talent. A flexible workplace helps to grow your hiring pool, as employees from further afield can join your workforce remotely.
- **Support human and AI collaboration** – Assign tasks to AI or human employees depending on what's required. While generative AI is best suited to repetitive tasks and basic queries, humans are needed for tasks that require intuition. Generative AI and humans can also work collaboratively, with AI carrying out the bulk of the task and a human overseeing the end product.
- **Equip workers with the right tools** – Empower employees to make the most of their working hours with tools to support productivity and collaboration. Microsoft's suite of tools like Teams, SharePoint and Power BI can keep people moving forward with intention, coordination, purpose and information.



Bring everything together with Microsoft Viva

Use Microsoft Viva to enhance your employee experience and support upskilling. Viva empowers employees by bringing together communications, insights, learning and knowledge within the familiar flow of the Microsoft workplace.

Avanade is a preferred Viva launch partner. Our market-leading capabilities and holistic Future of Work approach can help you make the most of the Viva platform. Delivering an effective, tailored and end-to-end experience for every role and individual.

Upskill with Avanade experts

Before you start your Viva journey, you'll need to get the foundations right. Our complimentary Teams as a Platform workshop shows you how to use your existing Microsoft investments to drive productivity and encourage employee development.

To discover the many ways Avanade can support your workers' development, book a discovery call with an Avanade Subject Matter Expert.

Related solutions

A diverse approach is often required to help each individual maximize their skills set. Our additional solutions can help you support every unique employee and role across your agency.



Frontline worker solutions

Enable your frontline workers to do their best work and evolve their skills by maximizing your existing investments in tools such as Microsoft Teams. Through our [frontline worker solutions](#), we can help you enhance learning and development opportunities so that every employee can deliver even more value to your agency.



Microsoft 365 Copilot – Workplace Readiness Assessment

[Microsoft 365 Copilot](#), an AI-powered work assistant, helps your employees achieve more every day. Avana's Workplace Readiness Assessment can help you prepare your people, processes and platforms to make the most of this AI opportunity.

See how these solutions work in the real-world. Click the arrow below to read our client stories. Or to talk to a Subject Matter Expert about the different ways Avana can help upskill your workforce, book a discovery call.





BBU empowers its people with flexible working

As a new government organization, BBU was designing its infrastructure from scratch. It wanted its workers to be able to realize their full potential, wherever they worked, so BBU reached out to Avanade for its expertise in delivering flexible, modern workspaces.



Business situation

BBU was formed in 2020 by the Austrian Federal Ministry of Internal Affairs to provide support – including legal, social and medical services – to asylum seekers who have migrated to Austria. As a new entity, the organization didn't have legacy systems, devices, or a roadmap to build its infrastructure. What it had was a hard deadline to get started. With over 700 employees coming from six different merged organizations and only six months before its launch date, BBU wanted its IT infrastructure to be built in the cloud for speed, scalability and security.

Solution

BBU partnered with Avanade to build its new cloud environment. [Microsoft 365](#) was chosen as the preferred workplace platform. Specifically, BBU selected the E5 license, which offers increased security features, including multi-factor authentication and conditional access. Avanade developed the cloud architecture for all the workplace tools needed, including [Microsoft Teams](#), OneDrive and SharePoint to help employees be productive from day one and allow the flexibility to work from anywhere.

BBU also needed ERP, HR and CRM systems to help manage both its employees and the services the organization delivers to its clients.

Results

After the successful implementation of multiple solutions, BBU hit its target launch date – a testament to the development speed and scalability offered by the cloud and the Microsoft stack. All systems worked as smoothly as planned and there was no downtime for any of the services. With the help of a 360-degree view of its clients, BBU can put clients at the center of everything it does.

As its technology strategy grows and evolves, BBU continues to work with Avanade on further enhancements and automation.



NHS email modernization improves employee experience

Avanade helped the NHS migrate 1.2 million employees to Microsoft Teams in just seven days and moved 2.1 million mailboxes to Microsoft Exchange Online. This project enabled more effective information exchange between colleagues, so staff can now quickly gain the knowledge they need to deliver exceptional patient care.

Solution

The mass-scale project was undertaken in partnership with NHS Digital, Avanade, Accenture and Microsoft. The outcome? A robust cloud-based framework that meets the collaboration challenge while helping the NHS more quickly and efficiently address the UK population's increasingly complex healthcare needs.

- 1.2 million NHS employees were migrated in just seven days to Microsoft Teams for collaborative chats, calls and video meetings
- All 2.1 million mailboxes migrated
- 22,000 NHSmail accounts were moved to [Microsoft Exchange Online](#) each evening and 83,000 each weekend until completion
- Migration was completed with minimal disruption to frontline clinicians and support staff

Results

With the solution in operation across the organization, NHS staff can now conduct secure patient consultations via audio and video calls on a national scale. And they can do this while maintaining employee safety, enabling service continuity, creating additional capacity and improving provider and patient experiences.

Business situation

Under the strain of exploding national demand, the NHS's frontline healthcare workers urgently needed the best digital messaging and email tools to work together even faster and more collaboratively.

To unlock the full potential of modern communication platforms like [Microsoft Teams](#), the NHS prepared to lay the foundation for a flexible, responsive and future-ready digital solution.



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Do what matters

Enhance cybersecurity



Build confidence in your cybersecurity

Citizens want their digital public services to be fast, reliable, and unobtrusive in their lives. Cybersecurity should form a fundamental part of delivering this service.

However, due to budget constraints and skill shortages, investment in cybersecurity has been reduced for many public sector agencies. Now agencies need to build their online defenses against unknown attacks, as cost-effectively as possible. This will require strengthening and shielding their legacy IT and ensuring any new investments have the right security credentials built in.



Enhance cybersecurity

The solution

Fortunately, your agency may already have the security solutions it needs. When working with clients in government and public service, Avanade often finds they aren't making the most of the security capabilities built-in to their existing Microsoft tools. The Microsoft platform is like a Swiss army knife of security, equipped with a range of features to help you avert a security disaster.

By assessing and maximizing the security features you already have, you can avoid buying twice. You may even be able to reduce spend by cancelling unused licenses that you're still paying for.

Once you've reviewed your set up to uncover exactly what you have, what you no longer need and where the gaps are, you can prioritize investment in the technology that will make the biggest impact on your security posture.



Enhancing security with Avanade Cloud Impact

If optimizing your cloud governance is part of your cybersecurity review, Avanade Cloud Impact can give you the insight you need. Avanade Cloud Impact uses advanced analytics of your Azure consumption and industry data to identify improved strategies for governance, as well as opportunities for cost savings, modernization and sustainability.

To learn how Avanade can increase your cybersecurity through cloud optimization, request 1:1 advice from a Subject Matter Expert.

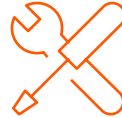
Related solutions

For alternative or additional ways to strengthen your security posture, browse our related solutions.



Zero Trust Workshop

This [two-day assessment](#) helps you define a strategy to strengthen your workplace security. Create a prioritized set of recommendations to start your Zero Trust journey and get expert advice to confidently develop new processes, operating models and procedures.



Portfolio optimization

Simplify and enhance your security landscape through [portfolio optimization](#). Avanade can help you streamline your existing applications to improve security as well as reduce complexity and total cost of ownership (TCO). Our security services provide a holistic approach through advisory, implementation and managed services to give your business everything it needs to support a robust security strategy.

See how these solutions work in the real-world. Click the arrow below to read our client stories.

Or to talk to a Subject Matter Expert about the different ways Avanade can help your organization increase cybersecurity, book a discovery call.





BBU designs secure infrastructure to empower employees

As a new government organization, BBU was designing its infrastructure from scratch and wanted to enable a modern, secure workplace experience for seamless collaboration and productivity.



Business situation

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As its technology strategy grows and evolves, BBU continues to work with Avanade on further enhancements and automation.



CMHC uses digital progress to improve citizen experiences

Canada Mortgage and Housing Corporation (CMHC) wanted to modernize its siloed infrastructure for efficiency. With Microsoft Azure cloud platform and a full suite of Microsoft technologies, it achieved a workflow that was frictionless and secure at every step.



Business situation

CMHC is a Crown corporation that operates in mortgage loan insurance, assisted housing, securitization, policy and research. With custom-developed, siloed technology and islands of data throughout the organization, workplace efficiency and effectiveness became a challenge. The company wanted to modernize and change the way it worked by embarking on a digital transformation.

Solution

Drawing on our expertise across the full suite of Microsoft technologies, Avanade helped modernize the CMHC workplace by building a new, secure infrastructure on the [Microsoft Azure](#) cloud platform. We also introduced new collaborative tools, including [Microsoft Office 365](#). In transforming the company's ERP and CRM systems, we helped build out CMHC's business solutions to better serve its clients.

Results

The new platform allows employees to add more value to their jobs and spend less time moving paper or data information around. With a modern workplace, employees no longer struggle with the company's systems and can focus on what matters – helping Canadians find a secure place to live.



PFEW adopts a secure portal for case management

Accenture and Avanade helped the Police Federation of England and Wales (PFEW) upgrade its decades old database system with a single Microsoft Dynamics implementation that included a secure portal for case creation and processing.

Business situation

The central office for the PFEW oversees complex cases of disciplinary or legal action against police officers, representing members on a national level. To better manage claims assistance and legal representation across its 43 branches, it decided to upgrade its database system that was over 20 years old.

Solution

Accenture and Avanade were selected to replace PFEW's legacy system with a single [Microsoft Dynamics 365](#) implementation.

It would include a secure portal through which cases could be created and processed from a branch, elevated to headquarters and assigned to attorneys. Along the way, the project was expanded to include membership management, the migration of siloed legacy claims management databases and additional service functions and some customizations for branches.

Results

Training was delivered via [Microsoft Teams](#), plus hyper care and go-live assistance was provided to all branches. PFEW's new system effectively serves police officer members with features such as:

- Branch-specific functionality
- Claims processing within a couple days versus two or more weeks
- An attorney billing interface as part of finance system integration
- End-to-end case monitoring for PFEW administration and legal representatives



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Do what matters

Improve infrastructure



Modernize a mature infrastructure

Legacy infrastructure is a burden for public service agencies. It limits agility. It's costly to maintain. And it's increasingly difficult to find IT staff with the skills to service these technologies. Public service agencies must take a forward thinking approach and adopt a cloud-first infrastructure to help resolve these challenges.

Now as AI becomes an integral part of the workforce, public service agencies must focus on developing a strong digital core. Aside from adopting cloud infrastructure, being AI-ready will also mean assessing and aligning your data management practices, networking, storage, skills, culture, and support processes.

The solution

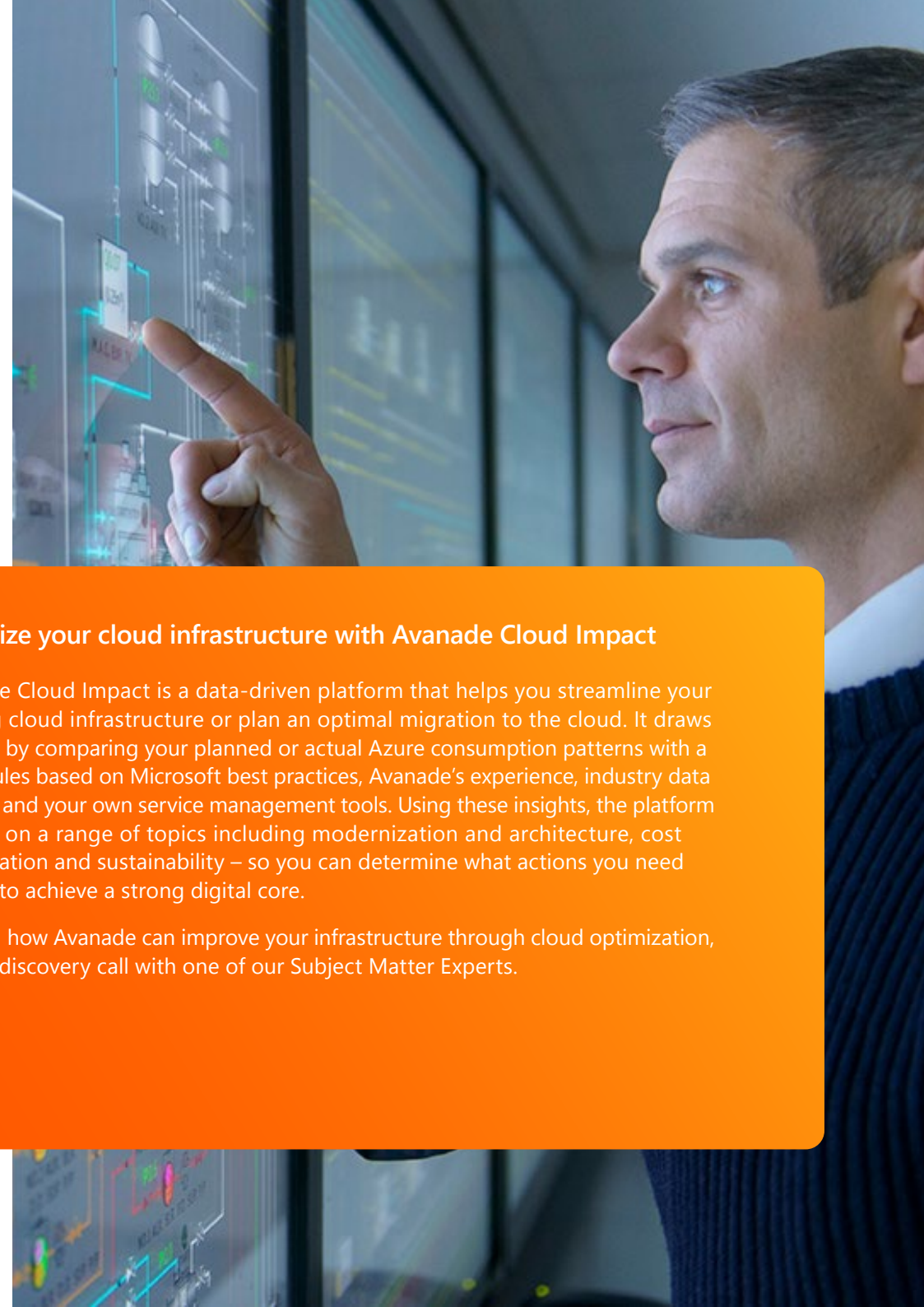
To strengthen your digital core, consider these tips to help you choose the right cloud solution for your organization and plan a successful transformation project.

- **Adopt don't adapt** – It can be tempting to make small fixes to your legacy technology and avoid the potential disruption of implementing an entirely new system, but this doesn't get to the root cause of your problem. Instead, think big – adopt pre-built proven systems that can overhaul your infrastructure and solve your challenges in one solution.
- **Get comfortable in trialing** – The path to successful infrastructure is rarely straightforward and planning needs to be agile, but this can lead to challenges around governance. To solve this issue, try 'light' governance on a small starter project and see how things go. Update live governance documents daily as the project progresses, so that when the solution rolls out in full, you can leverage your project learnings
- **Focus on AI readiness** – It's important to consider whether your infrastructure will be able to support future AI requirements. AI applications often require significant computational resources to process and analyze large datasets, so think about how much cloud storage you have available and whether expansion will be necessary. Datasets need to be high-quality and diverse for training AI models and making accurate predictions. Applications are better able to exploit AI if they are modernized.

Optimize your cloud infrastructure with Avanade Cloud Impact

Avanade Cloud Impact is a data-driven platform that helps you streamline your existing cloud infrastructure or plan an optimal migration to the cloud. It draws insights by comparing your planned or actual Azure consumption patterns with a set of rules based on Microsoft best practices, Avanade's experience, industry data sources and your own service management tools. Using these insights, the platform reports on a range of topics including modernization and architecture, cost optimization and sustainability – so you can determine what actions you need to take to achieve a strong digital core.

To learn how Avanade can improve your infrastructure through cloud optimization, book a discovery call with one of our Subject Matter Experts.



Related solutions

For more ways to modernize your infrastructure or to find an alternative approach to uncover agility, browse our related solutions.



Mainframe modernization

Avanade can help you prioritize your budget, time and skills to support modernization and innovation projects with our App Modernization Workshop. Our Azure native experience, accelerators, factory-models and agile pods enable your application and data teams to do more at speed. Resulting in 10–30% cost savings and up to a 90% reduction in time to market for your new developments.



Virtual Data Studio Workshop

Transform your data end-to-end with the help of artificial intelligence. No matter where you are in your AI maturity, our [Virtual Data Studio Workshop](#) can help you make progress with expert perspectives, goal setting and actionable next steps.

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CMHC modernizes ways of working

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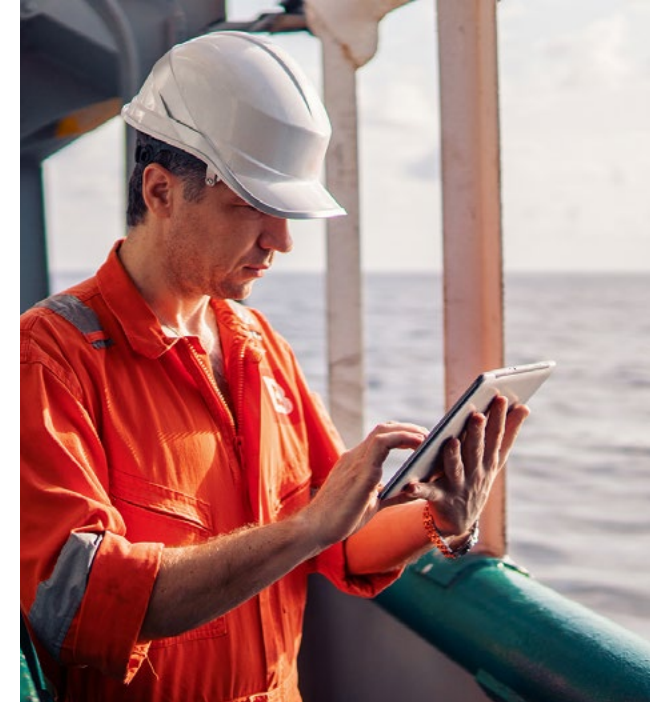
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Washington Maritime strives to better serve workers

Washington Maritime Blue – a nonprofit, strategic alliance of key maritime stakeholders formed to accelerate innovation and sustainability – wanted to assess the feasibility of building an enterprise-grade private 5G network on the Tacoma Tideflats. The intention was to empower employees with the right connectivity to enhance port operations.



Business situation

Washington state has implemented a “blue economy” strategy to help create a thriving and sustainable maritime industry through 2050 and beyond. Washington Maritime Blue is responsible for implementing this strategy.

The Tacoma Tideflats and the people who work in and around the area would benefit from the digitalization of transportation, including real-time awareness of port operations, just-in-time arrival of vessels and lower carbon emissions due to shorter waiting times for port calls. A 5G network would establish the infrastructure for those working in the Tideflats to use technology more effectively to modernize operations.

To bring this strategy to life, Washington Maritime Blue tasked the 5G Open Innovation Lab, Avanade and TTS Wireless Amdocs to perform a network feasibility study for building a 5G network in the area.

Solution

Avanade conducted a series of interviews and workshops that uncovered specific use cases and identified the business value and technology pathway to build and use a private 5G network across the Tideflats. Using a design-thinking mindset, we arrived at a set of overarching themes, including:

- Improving safety
- Enabling a sustainable future
- Orchestration and efficiency
- Infrastructure modernization

A common opportunity in all scenarios is a unifying desire for ecosystem data sharing across trucking, rail, ships and the environment to bring together a more holistic operating view.

Results

The study confirms there’s an opportunity for using a private 5G network in the Tacoma Tideflats. It outlines both the business value and the technology pathway to build and use this network to become a global leader in advancing port operations, advanced manufacturing and environmental services.



**BÆRUM
KOMMUNE**

Bærum Municipality uses digital innovation for ongoing impact

Bærum Municipality modernized its system for leisure and relief services with a comprehensive management solution based on Microsoft technology. The aim for this project was to enhance the employee experience in a way that simplifies their working lives.



Business situation

Bærum is a suburb of Oslo, Norway, known for its strong governance and public services. The municipality wanted to replace its more than 20-year-old professional system for leisure and relief services, known as Leisure Contact, with a comprehensive management solution based on modern Microsoft technology. The goal was to better support employees with a frictionless approach to service administration, including hiring, financials and case follow-up.

Solution

Accenture and Avanade co-delivered the system upgrade with a team at Bærum Municipality. Applying agile methodology and the [Microsoft Azure](#) DevOps tools for rapid implementation, the solution included technical developments using [Microsoft Power Platform](#), Model-Driven and Canvas Apps. Plus, an update of the organization's business processes, General Data Protection Regulations (GDPR) and security.

The model-driven app technology and the integrations with relevant applications via Azure Logic Apps records the preferences of service requestors and providers faster than in the past to help improve efficiency and progress. All information is collected in a single system, ensuring that service needs and preferences can be recorded and matched.

Results

Bærum Municipality now has a modern digital administration solution that supports and ensures high-quality administrative work processes, contributing to a satisfying and predictable user journey. Other improvements include:

- Data and information quality assurance
- Better service for on-site contacts, relievers and users
- Greater ability to manage, analyze and plan
- Increased privacy and information security
- Faster follow-ups with automated reminders of important dates
- Prompt, quality case management
- Better matches among support providers and users, according to needs and preferences

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Do what matters

Elevate citizen experience



Take citizen experience from good to great

Citizens expect public services to match the experiences they receive in the private sector. Interactions should be fast, simple, and even contact-free. That is until they need help recovering from a natural disaster or requesting benefits support – then a human touch and a personal approach is desired.

Automated digital tools can help public sector agencies deliver on this expectation for both high tech and high touch service. They can enable exceptional, personalized and seamless services and engagement across the channels citizens choose.

Automation not only streamlines simple interactions, but it also frees up service agents to provide 1:1, focused services to those who need them. Tools such as AI-powered chatbots can help citizens find answers faster and get access to the right resources. While tools like agent routing ensure citizens can get in touch with an agent, who has the right skills to handle their request, as quickly as possible.



Elevate citizen experience

The solution

By making processes higher tech, you can facilitate citizen experiences that are friction-free and efficient, yet personal when they need to be.

Leveraging cloud-computing, IoT, and AI-driven automation can accelerate transactions, enabling you to deliver on citizen's desire for fast and easy service. For example, cameras and sensors could report when a streetlight is out so people don't have to call in.

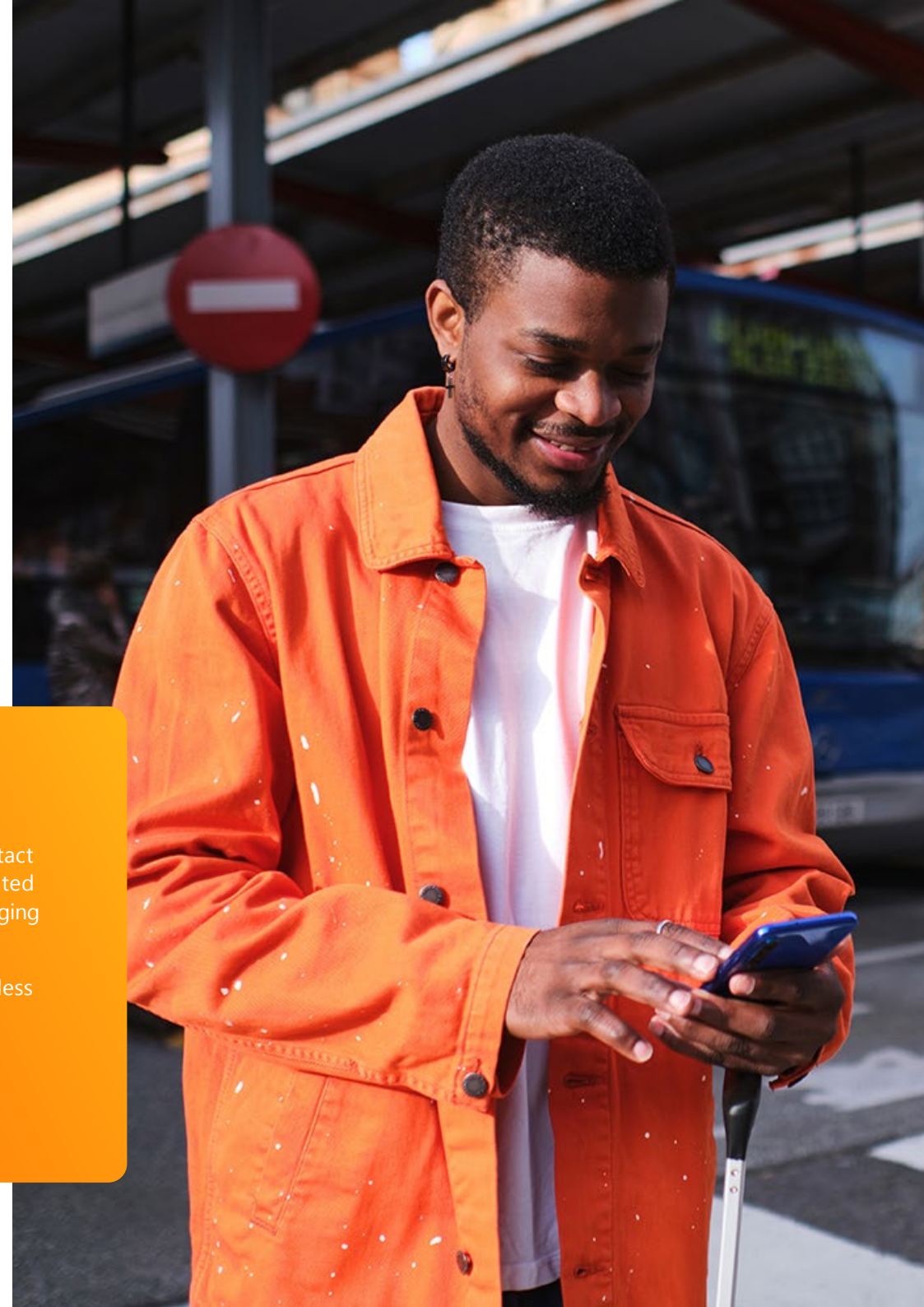
Alternatively, a combined approach of technical monitoring and human support could be used by social services and healthcare agencies to enable people to age at home. Using IoT devices, they could check senior citizens are maintaining good vitals and be alerted to a trip or fall.

Both these interventions would give government agents more time to focus on cases that need 1:1 attention or to provide prevention programs that improve citizens' quality of life.

Microsoft Digital Contact Center Platform

Personalized, high-value service is now more accessible to public service organizations, thanks to new technology capabilities from Microsoft Digital Contact Center Platform. It uses real-time intelligence to deliver proactive and automated personal experiences for both employees and citizens, enabling you to meet changing expectations and simplify interactions with your organization.

To find out more about how Avanade can help you delight citizens with frictionless experiences, request 1:1 advice from our Subject Matter Experts.



Related solutions

To further enhance your citizen experiences or to try an alternative approach, consider our related solutions.



Modernize with Avanade

Develop more innovative customer experiences using modern engineering practices, digital factory development and cloud-native architectures. To get started, Avanade provides a free, private, half day virtual workshop to help you map your best route to app innovation and modernization.



Virtual Data Studio Workshop

Transform your data end-to-end with the help of artificial intelligence. No matter where you are in your AI maturity, our [Virtual Data Studio Workshop](#) can help you make progress with expert perspectives, goal setting and actionable next steps.



Power Platform

With Power Platform, public service agents get real time access to intelligence and modern apps that help them do their job more efficiently. The platform integrates a range of low-code solutions to support efficiency and agility, including Power Apps, Power BI, Power Automate, and Power Virtual Agents.

See how these solutions work in the real-world. Click the arrow below to read our client stories.

Or to talk to a Subject Matter Expert about the different ways Avanade can help your organization elevate citizen experiences, book a discovery call.





Home Group migrates to the cloud for people-centric impact

Avanade guided Home Group, one of the UK's largest housing providers, to migrate its data center to the cloud. This enabled the organization to update its data center – freeing staff to work on tasks that positively impact the citizen experience.



Business situation

The social mission for Home Group is to provide good quality homes to those who can't afford rentals. There's a lot of data that goes into delivering on this promise, and that data needs to be easily accessible so employees can focus on their mission.

The existing data center had reached its end of life and was slow to operate. Home Group partnered with Avanade to migrate to the cloud in a way that would release the costs of operating a large data center and open new opportunities for future innovations.

Solution

After analyzing Home Group's existing environment, we helped design and build the target landing zone for the organization's data and workloads.

- We built a hybrid cloud solution using the [Microsoft Azure](#) platform. This flexible mix ensures any incompatible workloads are supported
- Avanade [Managed Services](#) will allow Home Group to realize continuous value from its cloud operations by capitalizing on new technologies
- The end-to-end approach simplified the process and removed any friction in the journey to the cloud. It also enabled more access and control at lower costs by delivering the solution through Avanade's nearshore [Advanced Technology Center](#)

Results

These solutions are providing numerous benefits to Home Group and its customers such as:

- Helping to keep customers' data safe
- Providing a steady cost profile
- Strengthening Home Group's business continuity plan
- Improving scalability and resilience



Austrian Post empowers its people with frictionless CRM

In partnership with Avanade, the Austrian Post empowered its employees with an easy-to-use CRM, enabling them to elevate the customer experience with digital, personalized interactions.



Business situation

Austrian Post is an innovative and modern company. Over the past few years, it has progressed in leaps and bounds in the area of digitization and has launched multiple IT-driven projects to interact with customers more quickly in a personalized way.

Solution

Avanade and Austrian Post have been working together to implement the company's CRM system to improve support for customers. Using an [agile approach](#) and a mixed team with shared responsibilities, we have developed a system that is both technologically relevant and easy to use so that the entire customer journey is state of the art.

Results

Austrian Post's customers now benefit from fast and efficient query handling, and the company's CRM system will continue to make its processes more efficient.



INAIL follows its path to digital progress

INAIL, an Italian organization that safeguards workers against occupational injuries and diseases, used Microsoft Teams to enhance its employee digital experience and improve the citizen experience by reducing wait times and offering remote consultations.

Solution

INAIL's new solution, Digital Desk, allows citizens to book an appointment with one of the organization's offices and receive advice either in person or remotely. The remote appointment option allows citizens to participate in a meeting with a consultant on a selected date and time using the [Microsoft Teams](#) platform on their device.

Digital Desk was created through co-design sessions with employees within INAIL's Digital Organization Central Department. During the pilot, users shared feedback to help continuously improve the solution. After this phase was completed, Digital Desk was gradually rolled out until it was adopted by INAIL's 187 offices throughout the country. To drive adoption and use of the tool, a strategic change management plan was implemented, including employee training.

Results

Digital Desk has reduced wait times for citizens wanting to meet with the organization, while the flexibility of remote appointments and the fast and intuitive booking system have contributed to an improved citizen experience.

For INAIL, this was also an opportunity to consider other ways of using digital tools to replace physical documents and to further automate internal processes. The project has already reduced costs and time spent actioning requests, boosting workflow efficiencies.

Business situation

INAIL wanted to simplify access to its services and assist citizens remotely, while at the same time equipping employees with digital skills, as required by the PNRR – Italy's national recovery plan put in place following the COVID-19 pandemic.



Discover solutions that are simple yet powerful

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Do what matters

Modernization



Follow your path to modernization

Today's citizens expect the service they receive from government and public service organizations to reflect their private sector experiences.

But legacy hardware, software and architecture make it difficult for public service agencies to deliver on these expectations. Delayed cloud migration is limiting public service providers' ability to adapt to rapid changes in citizen expectations. At the same time, legacy on-premises solutions slow processes and escalate operating and maintenance costs.

IT leaders are constantly being asked for greater agility, creativity, innovation and results from workers. By embracing modern technologies, especially cloud, public service organizations can deliver on these employee and citizen demands. But this innovation must be done in a way that uses available budget, time and skills as efficiently as possible.



The solution

If you want to modernize your infrastructure to save costs and enhance your employee and citizen experiences, focus your efforts on cloud, data and AI.

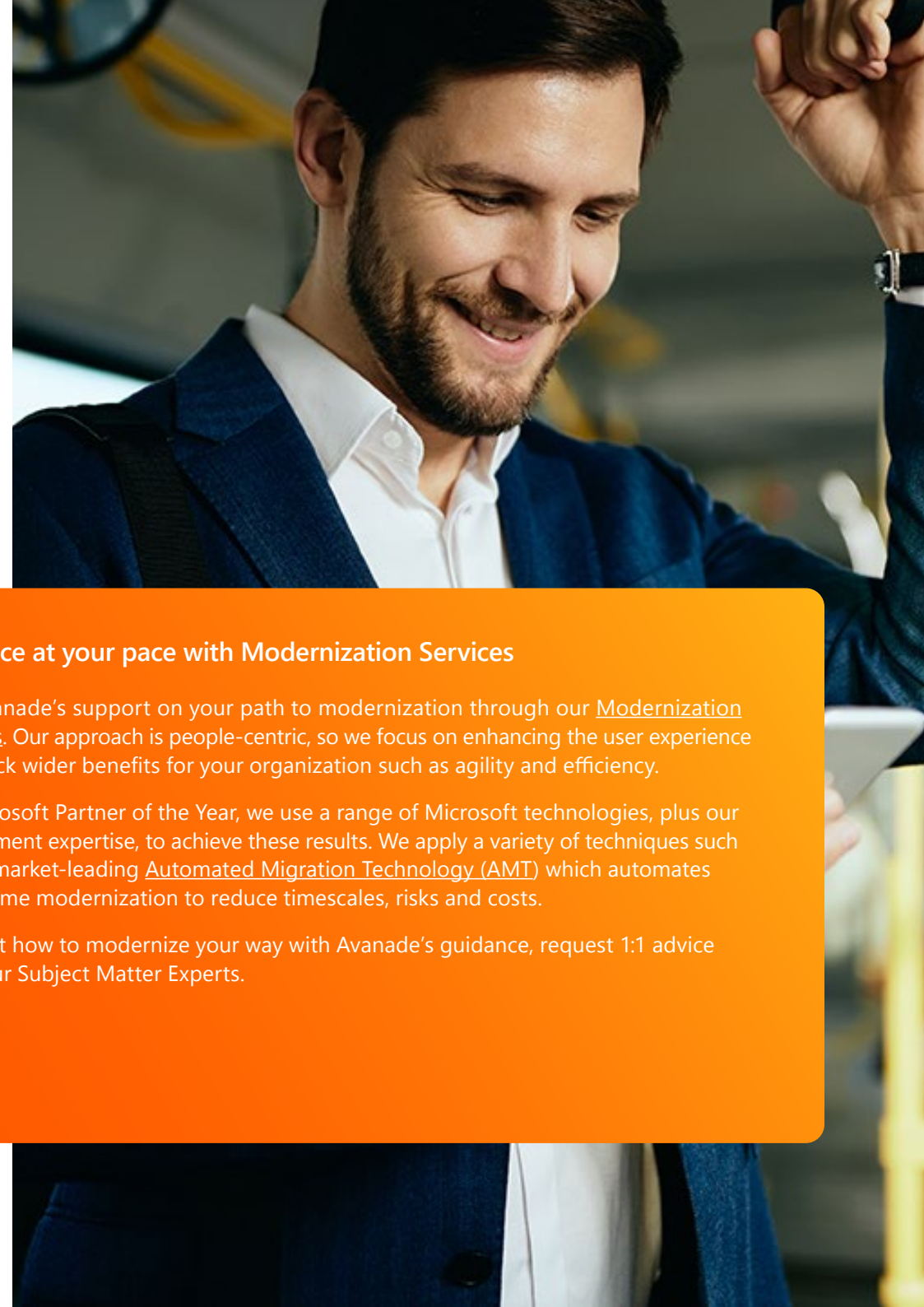
- **Migrate to the cloud** – Migrating to the cloud brings agility and flexibility to your organization, enabling you to react to changing citizen needs at speed. Even if migrating all your assets to the cloud feels too ambitious now, just moving some of your applications to the cloud will still deliver smoother, more reliable and secure experiences.
- **Optimize data storage** – Centralizing and upgrading your data storage solutions can make it easier to identify trends. Be ready for fluctuations in service demand before they happen thanks to insights from your own data.
- **Prepare for and adopt AI** – As the productivity benefits of generative AI become essential to the success of public sector organizations, you need to ensure your agency is ready to adopt AI. This will include organizing your data and optimizing your data storage so that AI applications have the resources they need to run effectively. It is also necessary to prepare your people for this significant change to ways of working so that they see the opportunity in AI and don't view it as a threat to their role.

Advance at your pace with Modernization Services

Get Avanade's support on your path to modernization through our [Modernization Services](#). Our approach is people-centric, so we focus on enhancing the user experience to unlock wider benefits for your organization such as agility and efficiency.

As Microsoft Partner of the Year, we use a range of Microsoft technologies, plus our government expertise, to achieve these results. We apply a variety of techniques such as our market-leading [Automated Migration Technology \(AMT\)](#) which automates mainframe modernization to reduce timescales, risks and costs.

Find out how to modernize your way with Avanade's guidance, request 1:1 advice from our Subject Matter Experts.



Related solutions

When it comes to modernizing your IT, there are many routes to take. Browse our related solutions for alternative approaches to advance your technologies.



Microsoft Fabric

Microsoft Fabric brings together Power BI and Office SaaS with the robust Azure Data Platform to simplify data management, enable self-service and optimize your running costs. Avanade offers a [Microsoft Fabric Enablement & Transition Workshop](#) to introduce you to the platform and showcase what's possible when public service agencies upgrade their infrastructure with a unified data analytics and AI platform.



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AQA uses digital innovation to benefit service users

With Avanade's help, AQA modernized its platform for processing exam papers. This gave the exam board the scalability, resilience and security it needed to ensure students received accurate exam results as quickly as possible.



Business situation

AQA is the UK's largest provider of academic qualifications taught in schools and colleges. Core to AQA's mission is ensuring students get the right results in the right way. Within just a few weeks each year, a team of more than 38,000 people scan millions of exam papers.

Given there are major security, logistics and pace considerations to this job, AQA needed a stronger underlying platform to support its processes. This allows the organization to better support students at crucial points in their academic careers – a cause that matters deeply to people and their communities.

Solution

To help with the shift in technologies, AQA turned to Avanade, and together we created Nexus – an internal processing system hosted on [Microsoft Azure](#). This provides AQA with the scalability, resilience and security it needs to ensure accurate results are delivered to students.

Results

The organization's new, end-to-end platform delivers accurate, reliable and on-time exam results to provide students with the insights they need to help move on to the next stage in their working or educational lives.

Looking ahead, AQA can update the system to respond to new business needs in a more agile way.



NHS modernizes its email platform at scale

Avanade helped the NHS migrate 1.2 million employees to Microsoft Teams in just seven days and moved 2.1 million mailboxes to Microsoft Exchange Online. This rapid, large-scale project enabled employees to communicate freely throughout the COVID-19 pandemic and beyond, so they could continue to provide the care patients expect.

Solution

The mass-scale project was undertaken in partnership with NHS Digital, Avanade, Accenture and Microsoft. The outcome? A robust cloud-based framework that meets the collaboration challenge while helping the NHS more quickly and efficiently address the UK population's increasingly complex healthcare needs.

- 1.2 million NHS employees were migrated in just seven days to Microsoft Teams for collaborative chats, calls and video meetings
- All 2.1 million mailboxes migrated
- 22,000 NHSmail accounts were moved to [Microsoft Exchange Online](#) each evening and 83,000 each weekend until completion
- Migration was completed with minimal disruption to frontline clinicians and support staff

Results

With the solution in operation across the organization, the NHS can now conduct secure patient consultations via audio and video calls on a national scale. And they can do this while maintaining employee safety, enabling service continuity, creating additional capacity and improving provider and patient experiences.

Business situation

Under the strain of exploding national demand, the NHS's frontline healthcare workers urgently needed the best digital messaging and email tools to work together even faster and more collaboratively.

To unlock the full potential of modern communication platforms like [Microsoft Teams](#), the NHS prepared to lay the foundation for a flexible, responsive and future-ready digital solution.





BBU designs a workplace for the hybrid era

As a new government organization, BBU was designing its infrastructure from scratch. It wanted to empower its workforce with modern IT that enabled a seamless, collaborative and productive workplace experience.



Business situation

BBU was formed in 2020 by the Austrian Federal Ministry of Internal Affairs to provide support – including legal, social and medical services – to asylum seekers who have migrated to Austria. As a new entity, the organization didn't have legacy systems, devices, or a roadmap to build its infrastructure. What it had was a hard deadline to get started. With over 700 employees coming from six different merged organizations and only six months before its launch date, BBU wanted its IT infrastructure to be built in the cloud for speed, scalability and security.

Solution

BBU partnered with Avanade to build its new cloud environment. [Microsoft 365](#) was chosen as the preferred workplace platform. Specifically, BBU selected the E5 license, which offers increased security features, including multi-factor authentication and conditional access. Avanade developed the cloud architecture for all the workplace tools needed, including [Microsoft Teams](#), OneDrive and SharePoint to help employees be productive from day one and allow the flexibility to work from anywhere.

BBU also needed ERP, HR and CRM systems to help manage both its employees and the services the organization delivers to its clients.

Results

After the successful implementation of multiple solutions, BBU hit its target launch date – a testament to the development speed and scalability offered by the cloud and the Microsoft stack. All systems worked as smoothly as planned and there was no downtime for any of the services. With the help of a 360-degree view of its clients, BBU can put clients at the center of everything it does.

As its technology strategy grows and evolves, BBU continues to work with Avanade on further enhancements and automation.



CSIRO is making climate action easy with their new Climate Intelligence Platform

Avanade helped CSIRO, The Commonwealth Scientific and Industrial Research Organization, to build the Climate Intelligence Platform (CIP) to inform commercial decisions and climate change adaptations. This will help realize their mission to make climate action easy, using science-backed data, powerful, flexible technology and a clear vision for a greener, more sustainable future.



Business situation

Responsible businesses need reliable, easily sourced data to make ethical decisions that protect the environment and their investments. In Australia, these companies use CSIRO resources to understand climate change impacts and manage climate risks.

CSIRO employees spent months manually compiling data for clients. There was no convenient place to access relevant data from disparate sources, and analysis required an expert at data interrogation and manipulation. CSIRO envisioned a primary, cloud-based source where clients could access trusted climate data products.

Solution

In introducing Agile methodology, Avanade helped CSIRO shrink its solution development cycle from 15 years to six months and deliver insights on the most relevant data to the Southern Hemisphere to every project.

Using human-centered design, we ensured every CIP feature in [Microsoft Azure](#) was underpinned by market research and improved by feedback. Key CIP features include:

- Sophisticated interaction such as geospatial and time series data visualization
- A data and analytics product search engine
- Agriculture, stress, heat, flood and fire data products and subscription services
- New product development and launch functionality
- Custom emissions scenarios

Results

- Financial services companies in Australia have been first to use CIP and its verified data and climate models
- The tourism industry is anticipated to follow
- Climate-related sea level rise and snowfall redefine tourism seasons at beach and ski destinations, respectively
- International construction companies have expressed interest in CIP for sourcing raw materials or building electricity infrastructure that can withstand extraordinary temperatures
- Real estate, agriculture and mining are likely adopters too

Avanade will help CSIRO scale to meet demand and availability is planned to move outside of Aussie borders to New Zealand, then Indonesia and Southeast Asia.

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Do what matters

Generative AI



Make digital progress with generative AI

Generative AI represents a huge opportunity for government and public service agencies. It can transform how they operate internally and how they interact with the citizens they serve externally, delivering efficiency, speed and accuracy.

At this early stage in its adoption, AI is being used to find information in unstructured data, spark creative ideas and accelerate code development. Within the public sector, generative AI has many potential applications such as accelerating application processing for government assistance. It can also be used to answer citizen queries in easy-to-understand terms, acting as an advanced chatbot.

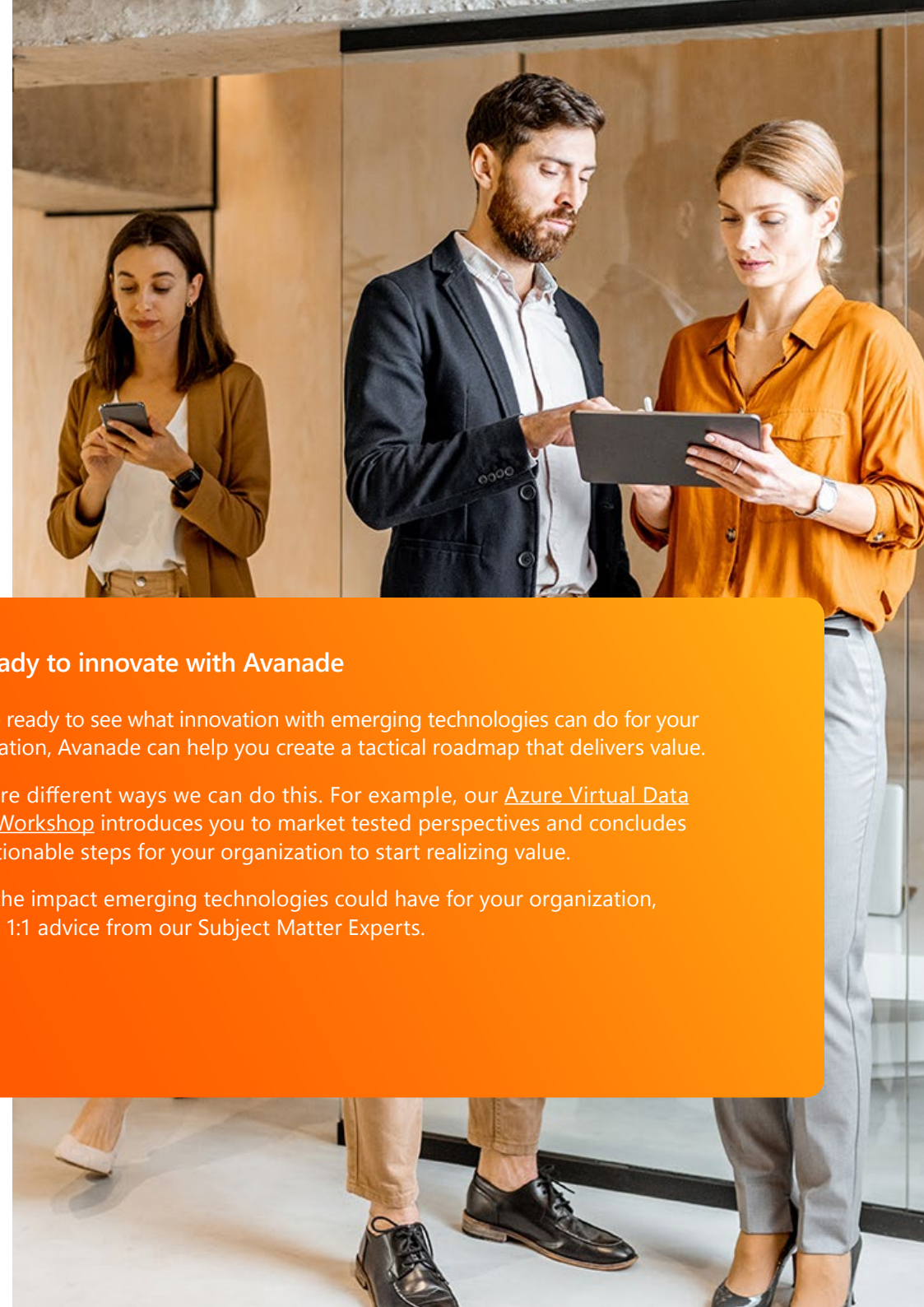
But generative AI isn't without its challenges, particularly for the public sector which needs to be especially sensitive to issues such as generative AI providing false information and reinforcing biases. It is also necessary for governments and public service agencies to ease concerns about generative AI reducing the workforce.

Public service agencies must find a way to adopt generative AI so that they can benefit from the efficiencies and insights it provides, while still maintaining control over the data it uses to ensure its output is always accurate and inclusive. Human involvement and thoughtful, transparent communication will be essential.

The solution

When it comes to getting the balance right with generative AI, and other emerging technologies, partnering with an expert like Avanade can make a real difference. We've been driving innovation in generative AI for three years already. Here's what we've learnt about successful integration of generative AI into public services:

- **Keep a human in the loop** – Oversight of generative AI solutions is essential, especially as the system itself is learning as it goes.
- **Focus on digital progress** – Adopting AI will require a number of steps such as moving to the cloud and embracing new digital tools first.
- **Be transparent** – Let people know when you are using generative AI, for example if a letter has been written by ChatGPT. That context will help them make sense of the information they receive and attune them to content that's created in this way.
- **Take a people-first approach** – Ensure workers have the right training to cope with the enormous culture change that will come with using generative AI. Identify AI ambassadors to help others navigate into this uncharted territory.
- **Build a taskforce** – Assemble a new taskforce to continually review and assess the risks and benefits associated with generative AI against your organization's missions and values.
- **Assign generative AI to a use case** – Set up generative AI tools on your sites that only use your agency knowledge to answer prompts – this will reduce the risk of AI providing an incorrect response from internet sources.



Get ready to innovate with Avanade

If you're ready to see what innovation with emerging technologies can do for your organization, Avanade can help you create a tactical roadmap that delivers value.

There are different ways we can do this. For example, our [Azure Virtual Data Studio Workshop](#) introduces you to market tested perspectives and concludes with actionable steps for your organization to start realizing value.

To see the impact emerging technologies could have for your organization, request 1:1 advice from our Subject Matter Experts.

Related solutions

There are many ways to bring emerging technologies into your organization – and multiple technologies to choose from. Our alternative approaches can be used on their own or as part of a package of services.



Rise above the AI hype and build value

Discover how your organization can use generative AI to enhance your citizen experiences in our [two-day workshop](#). Learn about real-world use cases and opportunities, explore trust and ethics that are critical in a public service context, and design and map out the use cases that will be of most benefit to your organization.

Beyond the workshop, we work alongside your teams to build working proof-of-concepts and MVPs, carry out strategic assessment of roadmaps or provide additional use-cases. Together, we'll navigate the complexities of generative AI and deliver ROI through a strategy customized for your organization.



Workplace of the future

[Smart Building Accelerator](#) is Avanade's people-centric solution designed to help organizations build the workplace of the future. The accelerator addresses three key challenges in the hybrid era – all of which are highly relevant to public service organizations:

1. Create a better workplace experience for employees, both on-site and off
2. Find ways to boost team collaboration, creativity, and productivity
3. Reduce workplace costs by optimizing use of workspaces

The solution is intuitive and integrates several innovative technologies including Internet of Things (IoT), digital twins and virtual reality (VR).

See how these solutions work in the real-world. Click the arrow below to read our client stories.

Or to talk to a Subject Matter Expert about the different ways Avanade can help your organization take advantage of generative AI, book a discovery call.



**BÆRUM
KOMMUNE**

Bærum Municipality follows the right path to digital progress

Bærum Municipality upgraded its system for leisure and relief services by migrating to Azure cloud. It used Microsoft Power Platform to empower employees, enabling them to produce their own apps and virtual agents with AI. The aim for this project was to enhance the employee experience in a way that simplifies their working lives.



Business situation

Bærum is a suburb of Oslo, Norway, known for its strong governance and public services. The municipality wanted to replace its more than 20-year-old professional system for leisure and relief services, known as Leisure Contact, with a comprehensive management solution based on modern Microsoft technology. The goal was to better support employees with a frictionless approach to service administration, including hiring, financials and case follow-up.

Solution

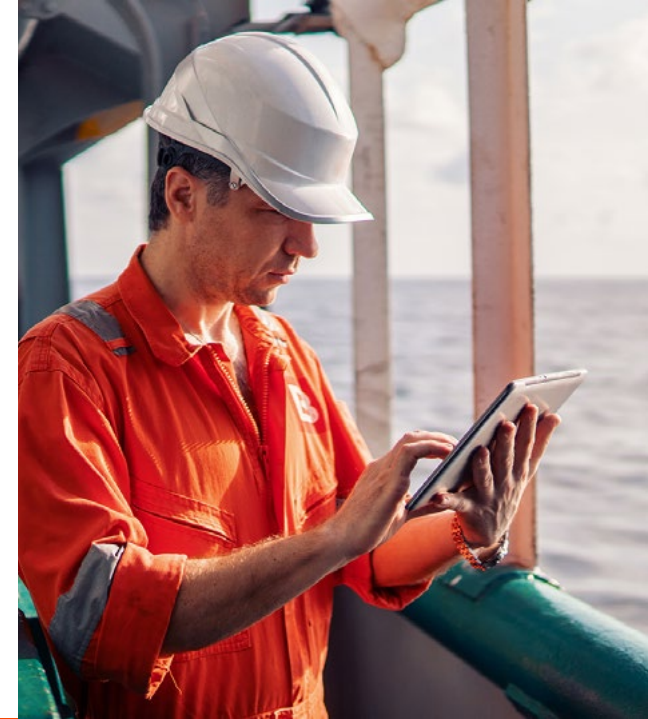
Accenture and Avanade co-delivered the system upgrade with a team at Bærum Municipality. Applying agile methodology and the [Microsoft Azure](#) DevOps tools for rapid implementation, the solution included technical developments using [Microsoft Power Platform](#), Model-Driven and Canvas Apps. Plus, an update of the organization's business processes, General Data Protection Regulations (GDPR) and security.

The model-driven app technology and the integrations with relevant applications via Azure Logic Apps records the preferences of service requestors and providers faster than in the past to help improve efficiency and progress. All information is collected in a single system, ensuring that service needs and preferences can be recorded and matched.

Results

Bærum Municipality now has a modern digital administration solution that supports and ensures high-quality administrative work processes, contributing to a satisfying and predictable user journey. Other improvements include:

- Data and information quality assurance
- Better service for on-site contacts, relievers and users
- Greater ability to manage, analyze and plan
- Increased privacy and information security
- Faster follow-ups with automated reminders of important dates
- Prompt, quality case management
- Better matches among support providers and users, according to needs and preferences



Washington Maritime lays the foundation for AI innovation

Washington Maritime Blue – a nonprofit, strategic alliance of key maritime stakeholders formed to accelerate innovation and sustainability – wanted to build an enterprise-grade private 5G network on the Tacoma Tideflats. Upgrading to 5G is a necessary step to support further digital progress such as introducing AI and IoT solutions. The organization called upon Avanade to assess the feasibility of this project.

Business situation

Washington state has implemented a “blue economy” strategy to help create a thriving and sustainable maritime industry through 2050 and beyond. Washington Maritime Blue is responsible for implementing this strategy.

The Tacoma Tideflats and the people who work in and around the area would benefit from the digitalization of transportation, including real-time awareness of port operations, just-in-time arrival of vessels and lower carbon emissions due to shorter waiting times for port calls. A 5G network would establish the infrastructure for those working in the Tideflats to use technology more effectively to modernize operations.

To bring this strategy to life, Washington Maritime Blue tasked the 5G Open Innovation Lab, Avanade and TTS Wireless Amdocs to perform a network feasibility study for building a 5G network in the area.

Solution

Avanade conducted a series of interviews and workshops that uncovered specific use cases and identified the business value and technology pathway to build and use a private 5G network across the Tideflats. Using a design-thinking mindset, we arrived at a set of overarching themes, including:

- Improving safety
- Enabling a sustainable future
- Orchestration and efficiency
- Infrastructure modernization

A common opportunity in all scenarios is a unifying desire for ecosystem data sharing across trucking, rail, ships and the environment to bring together a more holistic operating view.

Results

The study confirms there’s an opportunity for using a private 5G network in the Tacoma Tideflats. It outlines both the business value and the technology pathway to build and use this network to become a global leader in advancing port operations, advanced manufacturing and environmental services.

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Do what matters

Digital equality



Build citizen trust with digital ethics

[Edelman's most recent trust barometer](#) found that only 50% of people trust their government, compared to the 60% that trust businesses. As the public sector embraces new and innovative digital services, fostering trust could become an even greater challenge.

Technologies such as AI, data analytics and automation offer huge potential value to public service agencies, but citizens remain wary of their ethical implications. To successfully adopt these technologies and retain citizen's trust and confidence, agencies must turn their attention to digital ethics and equality.

Digital ethics is the application of values – such as fairness, inclusivity, accountability and transparency – throughout the technology lifecycle. From design to development, digital ethics principles guide organizations to create solutions that work for everyone. As technology becomes increasingly integrated into citizen services, digital ethics will become an essential part of governing in the digital age.



The solution

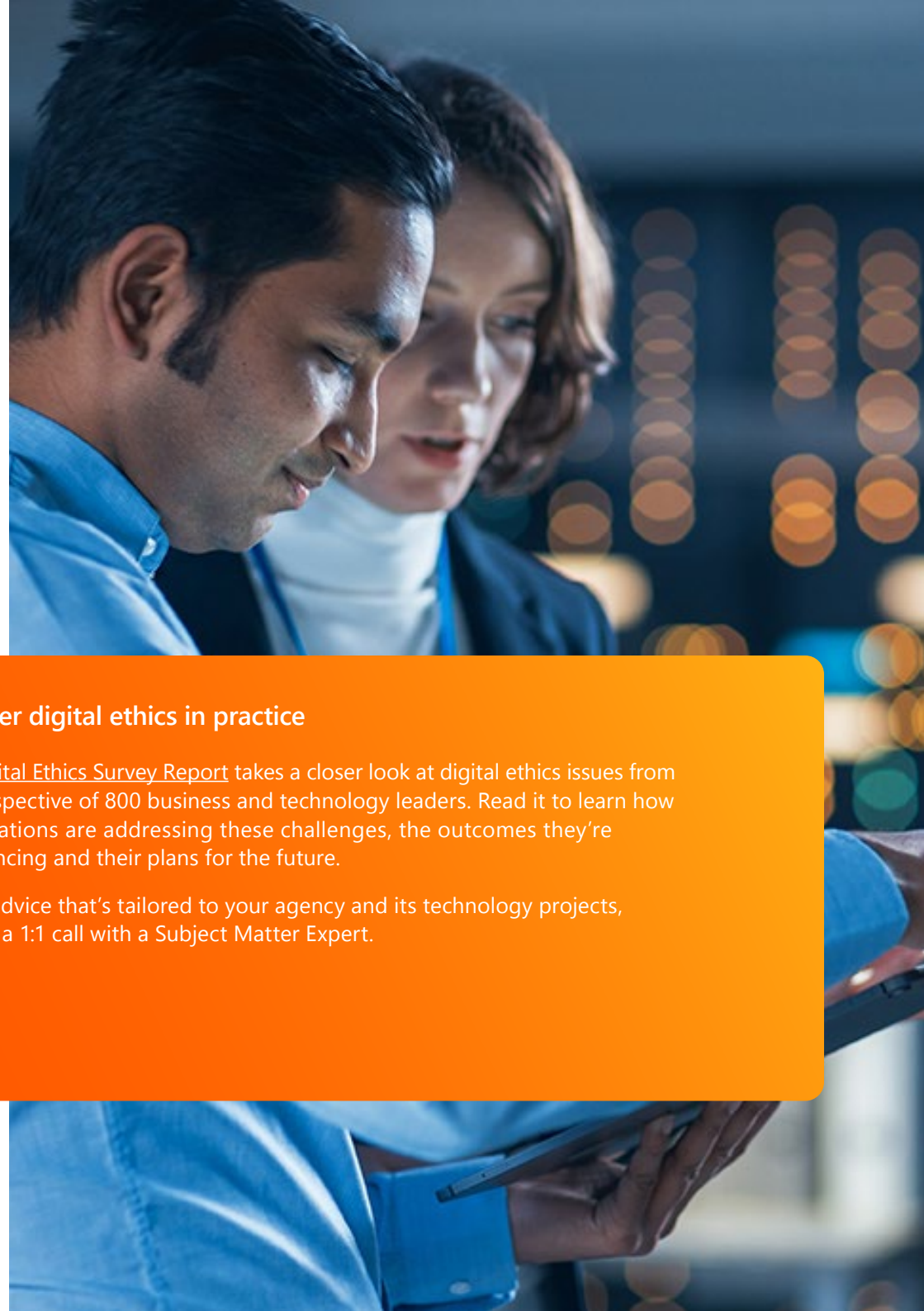
Applying the digital ethics approach across all the technologies your agency uses is no easy task, but the pay off in citizen trust and experience is well worth the effort. Consider the following points to help you get started:

- **Adopt a policy of transparency** – Showing citizens how decisions are made, for example, what formulas are used to calculate taxes or benefits, can go a long way toward addressing mistrust.
- **Include all your people** – Digital ethics is relevant to every employee in your agency, from the boardroom to the back office. Be sure to engage everyone and give them the opportunity to raise concerns or flag potential issues.
- **Establish a framework** – Develop an objective framework to assess the impact of your technologies and systems so that you can identify areas that require intervention.
- **Continually monitor and review technology systems** – Conduct bias testing for analytical engines, introduce access controls to prevent misuse of data and use manual oversight to make sure services are delivered as expected.

Discover digital ethics in practice

Our [Digital Ethics Survey Report](#) takes a closer look at digital ethics issues from the perspective of 800 business and technology leaders. Read it to learn how organizations are addressing these challenges, the outcomes they're experiencing and their plans for the future.

To get advice that's tailored to your agency and its technology projects, request a 1:1 call with a Subject Matter Expert.



Related solutions

To further explore digital ethics issues and solutions, consider our related resources.



Ethical responsibility and AI

With AI set to impact a range of government sectors such as healthcare, education and security, how can we ensure that AI has a positive impact and acts ethically? [Our Consequences of AI blog](#) explains how to build an ethical framework that establishes a set of values, guiding principles, and a governance structure for your organization's AI projects.



AI maturity workshop

Digital ethics is just one step on your organization's journey to AI maturity. [Our AI Maturity Workshop](#) can provide you with insights and research that support your evolution across the five categories of AI maturity: **AI Strategy, AI Talent and Culture, Digital Ethics, Data Supply Chain and Analytics and AI Technology and Process.**



Ministry of Justice of Spain adopts generative AI

Accenture and Microsoft are co-developing new industry solutions and use cases to help organizations responsibly adopt generative AI. The companies have already helped government agencies leverage generative AI, including the Ministry of Justice of Spain. Accenture created an AI-generated search engine built on the Microsoft cloud to find and simplify judicial process information hidden in hundreds of thousands of complex documents.

Talk to a Subject Matter Expert about the different ways Avanade can help your organization elevate citizen experiences, book a discovery call.



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Do what matters

Sustainability



Lead the sustainable change your people want to see

For public service agencies, there are two parts to the sustainability challenge. First, public services are being increasingly called upon to respond to the effects of climate change, for example, supporting recovery from natural disasters. On top of this, agencies must consider their own internal sustainability focus and the actions they can take to reduce their contributions to climate change.

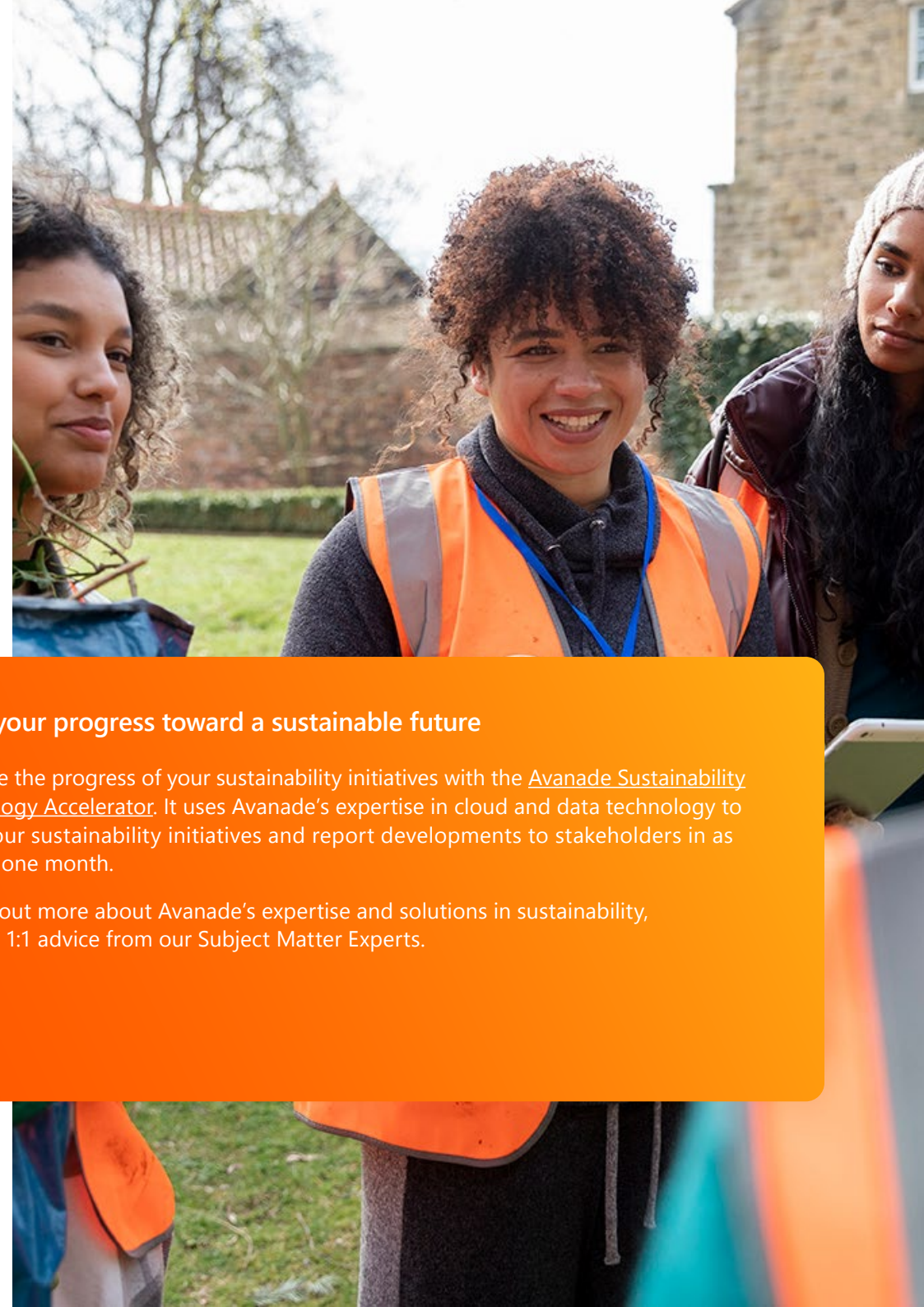
Fortunately, sustainability can often be a byproduct of other efforts to become a more responsible organization. By improving citizen services and enhancing employee experiences through more efficient operations, public services can reduce energy consumption and waste. A strong digital core will be essential.



The solution

When establishing a digital core that drives sustainability, there are three technology areas you should focus your efforts on: data, cloud and modernization. We recommend breaking these larger projects down into small steps. Setting sustainability goals for the short medium and long-term will help to keep everyone motivated with achievable goals.

- **Optimize data and information management** – Making your data more accessible and using more sophisticated tools to analyze your data can help guide decision making on a range of organizational issues. With accurate and timely data insights, you can reduce waste and find efficiencies to enable more sustainable operations.
- **Migrate to the cloud** – Moving from on-premises data centers to the cloud can help you store data in a more energy efficient and sustainable way. [Green cloud platforms can reduce carbon emissions by more than 84% and energy usage by 65%.](#)
- **Modernize legacy technology** – Replacing your energy-hungry legacy technologies with efficient, modern infrastructure can help to reduce energy consumption and cut the cost of your electricity bill.
- **Integrate AI** – Introducing AI in a secure and risk-assessed capacity can significantly improve citizen services. It can also take on tasks that free employees for more creative or interpersonal work, helping you to achieve wider Environment, Social and Governance (ESG) goals.



Track your progress toward a sustainable future

Measure the progress of your sustainability initiatives with the [Avanade Sustainability Technology Accelerator](#). It uses Avanade's expertise in cloud and data technology to track your sustainability initiatives and report developments to stakeholders in as little as one month.

To find out more about Avanade's expertise and solutions in sustainability, request 1:1 advice from our Subject Matter Experts.

Related solutions

Reaching your sustainability targets requires diverse thinking and a multi-disciplinary approach. That's why Avanade offers a range of solutions and consultancy for sustainability.



Avanade Sustainability Quick-Start

[This workshop](#) helps you bring together your people, your organizational goals and technology to realize practical actions to improve your sustainability. You'll also get the chance to test and scale new innovations based on insights generated from the Microsoft Cloud for Sustainability.



Avanade Green IT Enabler

Automatically monitor the carbon impact of your IT infrastructure with our [Green Service Enabler](#). And gain tools and approaches to enable your people to continually embed sustainability and resource awareness into the development and optimization of your organization's technologies, devices and processes.



Sustainability ideation power app

This app, built in Microsoft Power apps, [encourages employees to engage with sustainability issues through education, idea sharing and built-in gamification.](#)

Employees earn points for submitting ideas, engaging with learning materials and voting for other employees' ideas. Encouraging participation in sustainability initiatives across your organization.

See how these solutions work in the real-world . Click the arrow below to read our client stories.

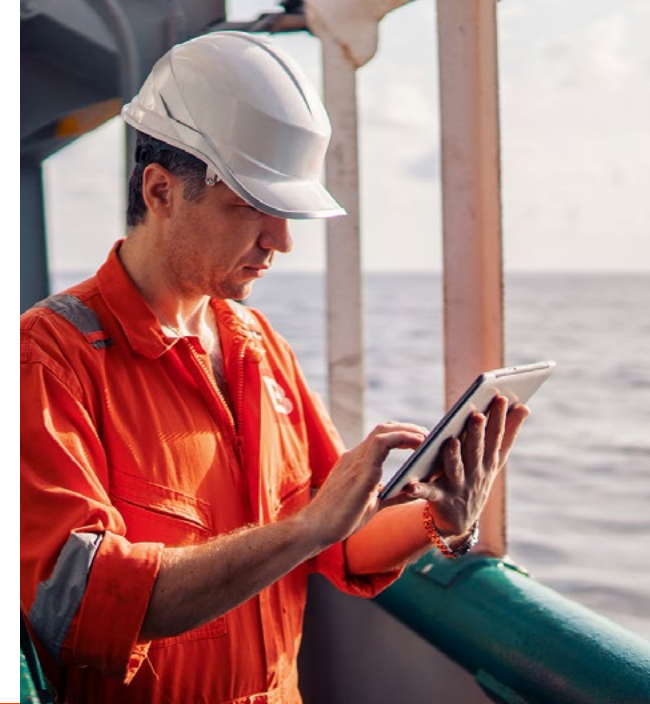
Or to talk to a Subject Matter Expert about the different ways Avanade can support your sustainability journey, book a discovery call.





Washington Maritime plans to use 5G to reduce carbon emissions

Washington Maritime Blue – a nonprofit, strategic alliance of key maritime stakeholders formed to accelerate innovation and sustainability – wanted to build a 5G network on the Tacoma Tideflats. The organization called upon Avanade to assess the feasibility of this project. Enabling 5G networks will help the port to operate more efficiently, lowering carbon emissions by reducing waiting times.



Business situation

Washington state has implemented a “blue economy” strategy to help create a thriving and sustainable maritime industry through 2050 and beyond. Washington Maritime Blue is responsible for implementing this strategy.

The Tacoma Tideflats and the people who work in and around the area would benefit from the digitalization of transportation, including real-time awareness of port operations, just-in-time arrival of vessels and lower carbon emissions due to shorter waiting times for port calls. A 5G network would establish the infrastructure for those working in the Tideflats to use technology more effectively to modernize operations.

To bring this strategy to life, Washington Maritime Blue tasked the 5G Open Innovation Lab, Avanade and TTS Wireless Amdocs to perform a network feasibility study for building a 5G network in the area.

Solution

Avanade conducted a series of interviews and workshops that uncovered specific use cases and identified the business value and technology pathway to build and use a private 5G network across the Tideflats. Using a design-thinking mindset, we arrived at a set of overarching themes, including:

- Improving safety
- Enabling a sustainable future
- Orchestration and efficiency
- Infrastructure modernization

A common opportunity in all scenarios is a unifying desire for ecosystem data sharing across trucking, rail, ships and the environment to bring together a more holistic operating view.

Results

The study confirms there’s an opportunity for using a private 5G network in the Tacoma Tideflats. It outlines both the business value and the technology pathway to build and use this network to become a global leader in advancing port operations, advanced manufacturing and environmental services.



CSIRO is making climate action easy with their new Climate Intelligence Platform

Avanade helped CSIRO, The Commonwealth Scientific and Industrial Research Organization, to build the Climate Intelligence Platform (CIP) to inform commercial decisions and climate change adaptations. This will help realize their mission to make climate action easy, using science-backed data, powerful, flexible technology and a clear vision for a greener, more sustainable future.



Business situation

Responsible businesses need reliable, easily sourced data to make ethical decisions that protect the environment and their investments. In Australia, these companies use CSIRO resources to understand climate change impacts and manage climate risks.

CSIRO employees spent months manually compiling data for clients. There was no convenient place to access relevant data from disparate sources, and analysis required an expert at data interrogation and manipulation. CSIRO envisioned a primary, cloud-based source where clients could access trusted climate data products.

Solution

In introducing Agile methodology, Avanade helped CSIRO shrink its solution development cycle from 15 years to six months and deliver insights on the most relevant data to the Southern Hemisphere to every project.

Using human-centered design, we ensured every CIP feature in [Microsoft Azure](#) was underpinned by market research and improved by feedback. Key CIP features include:

- Sophisticated interaction such as geospatial and time series data visualization
- A data and analytics product search engine
- Agriculture, stress, heat, flood and fire data products and subscription services
- New product development and launch functionality
- Custom emissions scenarios

Results

- Financial services companies in Australia have been first to use CIP and its verified data and climate models
- The tourism industry is anticipated to follow
- Climate-related sea level rise and snowfall redefine tourism seasons at beach and ski destinations, respectively
- International construction companies have expressed interest in CIP for sourcing raw materials or building electricity infrastructure that can withstand extraordinary temperatures
- Real estate, agriculture and mining are likely adopters too

Avanade will help CSIRO scale to meet demand and availability is planned to move outside of Aussie borders to New Zealand, then Indonesia and Southeast Asia.

Discover solutions that are simple yet powerful

Open the door to greater innovation with Avanade. As the #1 strategic partner for Microsoft, Avanade can advise on how to meet your needs and realize the full potential of your Microsoft investments.

To find your right path to support employees and delight citizens, book a brief discovery call with an Avanade Subject Matter Expert. This will be your opportunity to discuss specific priorities and select the right complimentary workshop to continue your journey with Avanade.



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