

Reducing Costs and Delivering Benefits

Connect Digitally leads local partners in reducing costs and delivering cashable and soft benefits, through digital transformation. Using Connect Digitally tools and products, local and central government business owners can track and evaluate predicted benefits, providing clear evidence of cost savings and return on investment.

Connect Digitally provides strong leadership in a culture of benefits realisation management. This is critical in today's economic climate where costs must be significantly reduced and services must be demonstrably efficient. The Connect Digitally benefits realisation tools assist managers to develop their understanding of who will benefit from service transformation and the range and type of benefits expected: cost calculators allow localised modelling of service delivery costs and potential cost savings; guidance and templates provide support for planning and managing benefits measurement and delivery.

A framework for benefits delivery enabling accurate calculations of cost savings and identification of other benefits is applied from business case development through to the later stages of 'business as usual', enabling managers to:

- Calculate specific cost savings
- Identify and describe anticipated benefits
- Strengthen the business case
- Gain commitment from stakeholders
- Establish a shared set of goals
- Target best value efficiencies
- Provide visibility of realised benefits and achievements



Connect Digitally's steps to success for reducing costs and delivering benefits include:

- Select, adapt and apply a methodology that is scaled to needs
- Articulate objectives and beneficial outcomes from the outset
- Identify areas where cost savings are expected and baseline these
- Focus on benefits that contribute to business value
- Publicise the benefits relating to each stakeholder group
- Quantify benefits using realistic and accessible metrics
- Ensure accountability for tracking and managing progress
- Aggregate, evaluate and report outcomes to business owner(s)

Evidence of Connect Digitally success includes:

- The Connect Digitally approach to benefits realisation successfully used to identify, measure and track cashable savings for online school admissions and online free school meals services at both local and national levels. Examples of local authority cost savings reported include:
 - £86,000 reduction in printing and postage costs
 - £106,000 reduction in staff costs and office space
 - £195,000 reduction in costs of meal provision
 - £210,000 reduction in cost of meal provision
 - £72,000 on reduction in staff costs
 - £24,000 on reduction in staff costs
 - £33,400 on reduction in staff costs.
- Cost savings of £18 million realised nationally for online school admissions and online free school meals services in 2010/11.
- Realised and projected savings of £76 million overall, equating to a six-fold return on investment.
- The Connect Digitally approach to benefits delivery is acknowledged as a best practice exemplar as evidenced by:
 - Invited to join and share expertise with the Cabinet Office's Service Transformation Delivery and Benefits Realisation Management Board
 - Contributed to Public Service Reform Group benefits work
 - Consulted by colleagues across a number of local and central government departments.



Others agree...

“...very impressed by your benefits! We are in sore need of good news stories and decent benefits cases.”

Central Government Partner

“The benefits analysis approach was invaluable and focused us on achieving the channel shift and telephone costs reductions.”

Business Manager,
Local Government Delivery Partner

“Engagement with Connect Digitally is a straightforward win for authorities that are under more pressure than ever to generate efficiencies.”

Local Government Delivery Partner

“The Connect Digitally toolkits have proved to be invaluable in focusing our efforts on where benefits could be achieved. This has also enabled us to communicate the success of our project to key stakeholders.”

Strategy and Programme Manager,
Local Government Delivery Partner