

Digital transformation analytics



The Challenge

While the need to transform the way Local Authorities deliver their services is clear, navigating that change pathway is often difficult. The potential to save money and improve service quality through digital technology is long accepted, but change can be challenging and risky to implement. Knowing where investment in digital change will yield cash savings and improvements is critical. It's also vital to know the potential scale of savings possible and potential risks when making investment decisions.

Our Solution

The digital transformation analytics service offers a solution to several of the problems that digital transformation presents by providing an evidence base to make decisions from. It also connects members to a network of peers who are achieving, or trying to achieve, the same kind of transformative change. This potentially removes a significant amount of risk and effort from the process of targeting change and realising benefits from it.

Benefits

Transformation analytics offers the following benefits:

- The ability to **inform transformation strategies and business cases with contact volume** data from high performing peers.
- The ability to **set challenging but achievable change goals** by using peer performance data to inform assumptions.
- The ability to examine and **compare contact data internally and with peers across channels** and high contact volume services.

The transformation analytics service also gives you access to events, tools and publications that will support digital transformation. It links via RedQuadrant to the [Public Service Transformation Academy](#) which can provide training resources and change support partners which can help in developing key skills and navigating key project stages.

For more information visit the [CIPFA website](#)



Transformation analytics acts as an enabler for change; it helps maximise return on investment, helps in managing risk and offers sources of support

