



Lessons in Automation Transformation from the UK's Largest Employer

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Director of Finance & Accounting

Shared vision. Better together.



Shared Business Services

Who We Are

Shared vision. Better together.



Shared Business Services



- Original shared service centres
- NHS experienced people
- Financial Support
- Oracle EWA
- Unique 50:50 joint venture
- Commercial organisation
- Joint governance
- Customer focus
- Best practice
- World class
- IT and Management
- Service optimisation
- Best practice
- Offshore capability
- Commercial expertise

OUR VISION

Helping the NHS save money and enhance quality so the NHS can improve health, innovate to save lives, and deliver better outcomes with care and compassion

Part of the NHS



Unique DoH Joint Venture



Trusted Partner to Nearly 40% of the NHS



Size and Scale



Multimillion £ Investment in Technology



Innovative Back Office Services



NHS SHARED BUSINESS SERVICES

Employment Services



Finance & Accounting



Procurement



Additional Products and Services

Consultancy

Employment Services in Numbers

3,000 +



NHS employees recruited and supported

100 +

Clients supported across the NHS



~£380m

Paid to NHS employees each month



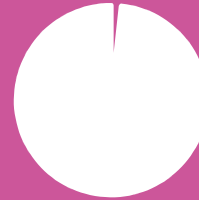
350,000 +



Payslips generated monthly for NHS employees across England

99.9%

Payroll processing and administration accuracy



60k +

Downloads of our payroll app, **MySBSPay** by NHS employees



£3m

NHS employee pension contributions managed



£25m

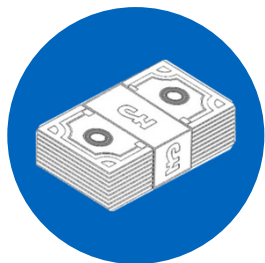
Payroll overpayments recovered since April 2016



Finance & Accounting in Numbers

£216bn

Cash managed on behalf of clients every year



100% of commissioning organisations served

£611m

VAT recovered on behalf of clients per year



1m +

Bank transactions reconciled annually



62k

Payment runs processed annually

453,000 +

Calls to our service centre every year



478k

Sales orders raised each year on behalf of clients

73

NHS Provider organisations supported

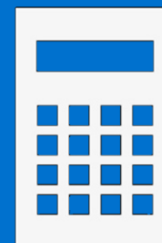
£18.6bn

Client debt recovered every year



6.8m

Accounts Payable (AP) transactions processed annually



55k

Active Oracle users

Procurement in Numbers

760,000 +



Requisition lines processed annually on behalf of clients

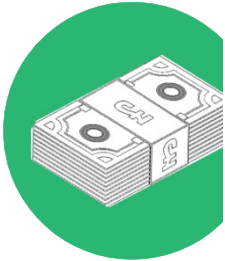
84%

Client requisitions managed via catalogue



£26bn

Managed through our Transactional Procurement Service



~84

Consolidated compliant framework agreements with 120 suppliers included

200 +

Clients supported across the NHS



£726.8m

Savings opportunities delivered to the NHS



972

Customers provided with access to frameworks



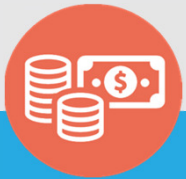
£3bn

spent via framework agreements managed by NHS SBS



NHS

Automation Transformation Benefits



RAPID ROI



ENHANCED PROCESSES



BETTER CUSTOMER EXPERIENCE



ELIMINATE REPEAT WORK



IMPROVED SERVICE DELIVERY



ENHANCED ABILITY TO MANAGE



COST REDUCTION



INSIGHTS AND ANALYTICS



NON-INVASIVE TECHNOLOGY



INCREASED COMPLIANCE



SCALABILITY AND FLEXIBILITY



“Centre of Excellence”

People:

RPA Developers
Business Analysts
Infrastructure
IT Support
Technical Architect
Script writers
Java, C# developers
Frameworks

Technology:

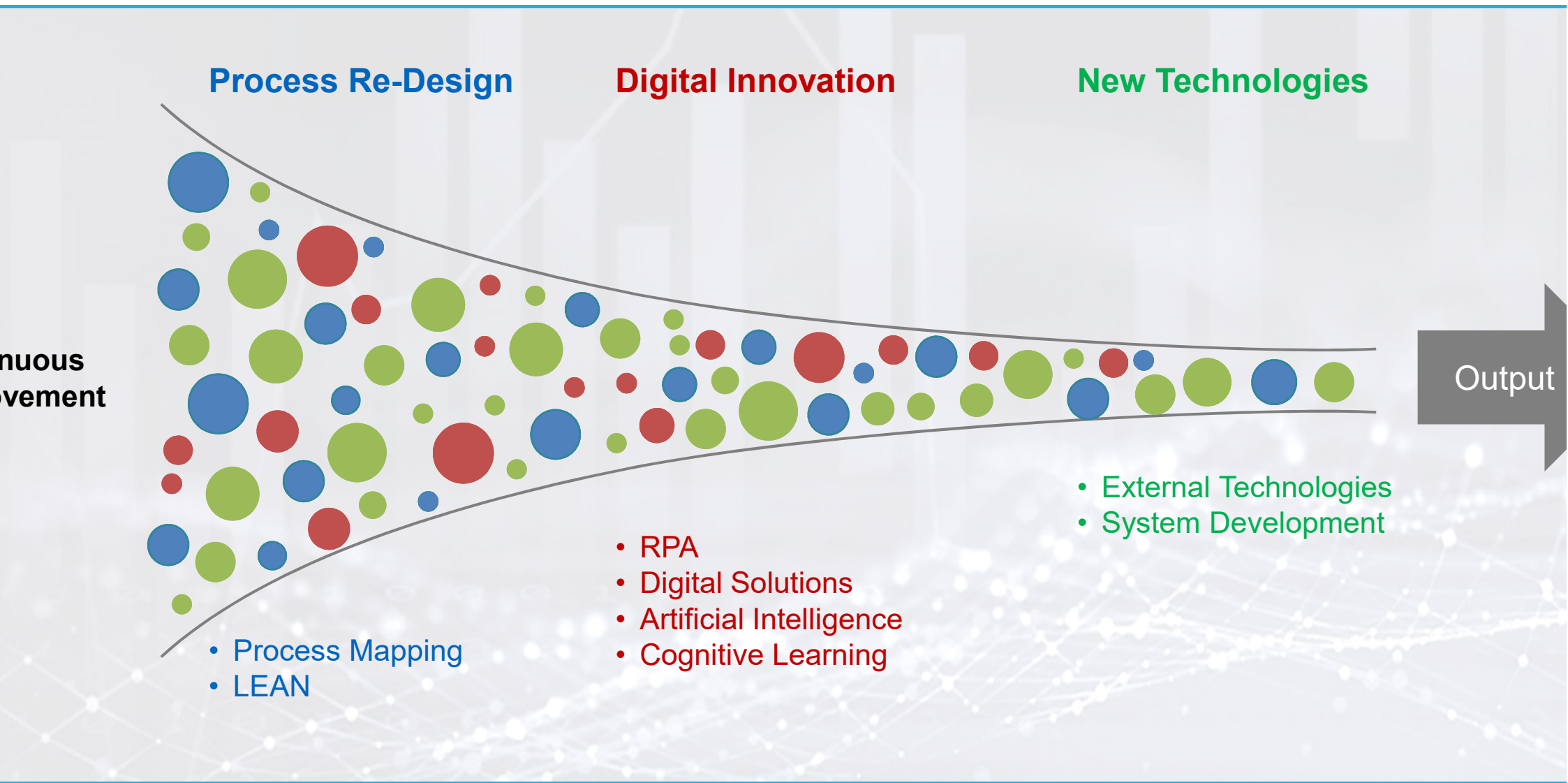
- Cloud
- RPA Tools
- Reporting
- Databases
- WebForms
- Email integration
- CRM API's
- Websites

Organisation and governance:

- Human Resources
- Release Management
- Test Strategy
- Change Management
- Finance
- Service Delivery
- Marketing and communications

Translation

- Organisational Change is crucial - it's not just about technology
- Building a continuous improvement lifecycle – it's not a single project or programme
- Not just one technology - you need to be able to build and support an ecosystem

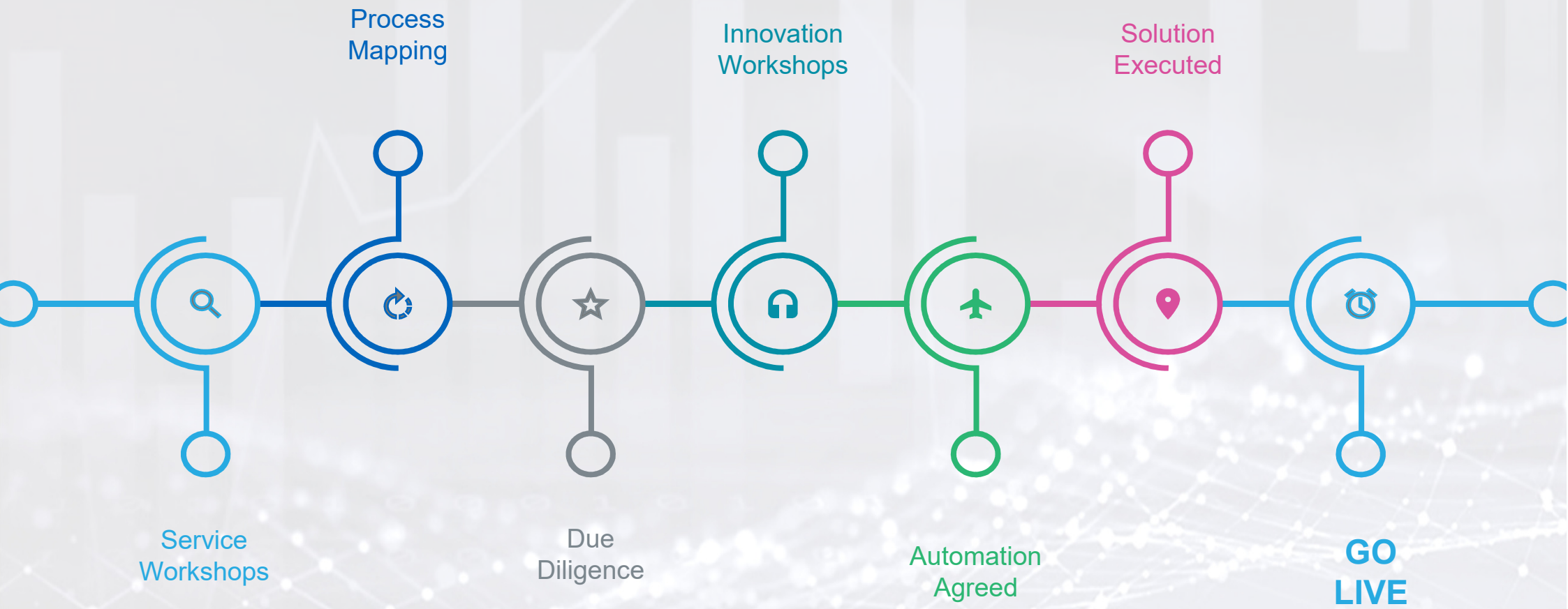


What does it mean to the NHS?

We're taking out the mundane work, making our staff feel more valued and improving the quality and the speed the service is delivered at.

Ultimately this forms part of our touchless vision.”





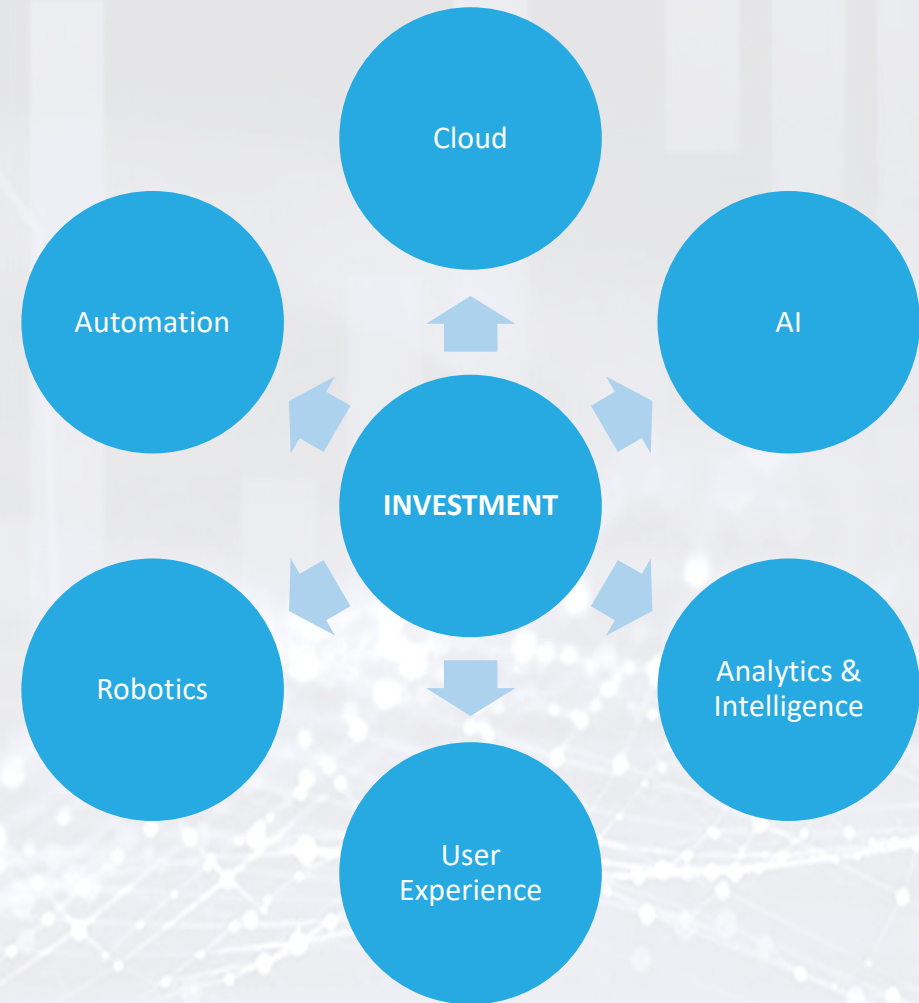
Pioneering New Technologies

We use our shared service model and large market share to pioneer new technologies, such as robotics, automation, artificial intelligence and mobile apps.

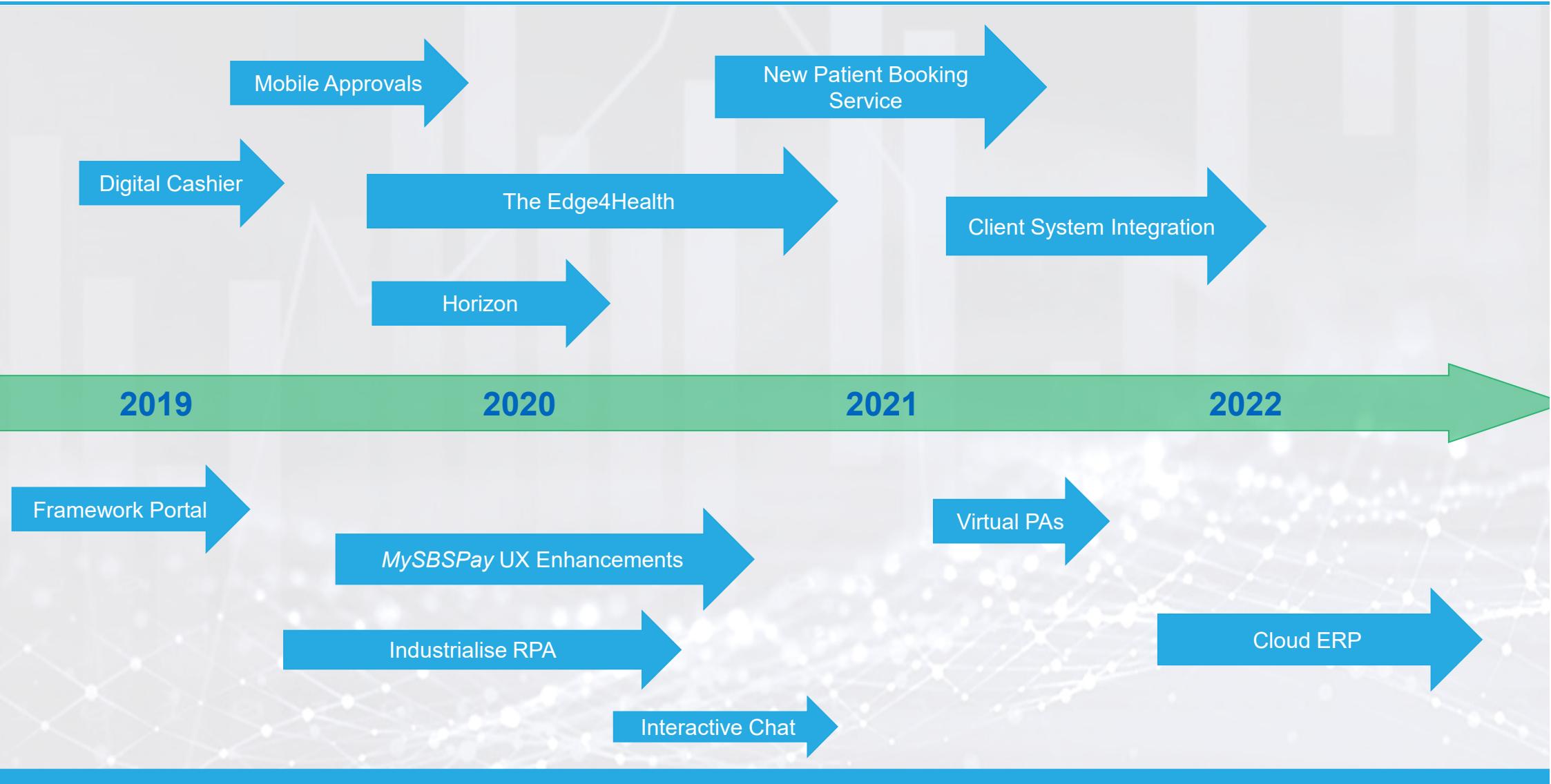
We are investing continuously on behalf of our clients. Our new digital solutions and automation programmes provide them with faster and more accurate ways of working, and an improved, more intuitive user experience.

Future Technology Strategy

Developing new and innovative solutions, alongside the best possible software and infrastructure, to provide NHS organisations with optimal corporate services



Technology Roadmap





Us

Shared Business Services are the market leaders in support services with over 35% of the NHS using one or more of our products.

Innovative finance and accounting, employment and procurement solutions, which deliver operational efficiencies, improved service and generate real cost savings for our clients.

Importantly we are proud to be part of the NHS

For more about us, our products and services, contact:

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Shared Business Services