

# procurement matters

## Digital Transformation in the Public Sector

In this edition the spotlight is on digital transformation and what it means within the public sector.

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### DON'T MISS OUT!

Our 3<sup>rd</sup> issue of **PROCUREMENT MATTERS**, where you can read about what digital transformation is taking place in the public sector.



# Digital Transformation.

## What does this mean for public sector procurement?

Digital Transformation is the inheritance of digital technology by an organisation. Implementing efficient and innovative digital solutions that will improve organisation processes, customer

experience and culture within the organisation. But what does this mean for the public sector? Read on to learn more about how organisations can embrace digital transformation.

## Multi-Functional Devices (MFDs) and Digital Solutions framework Y20031

### Have you accessed our brand new Multi-Functional Devices and Digital Solutions framework?

You can have confidence in us to handle your multi-functional copier and printer needs with our new MFD framework. It is the perfect tool to help support your journey towards digital transformation and create a digital eco-system within your organisation.



### Our MFD framework is split across 2 LOTs:

#### LOT 1: Leased and Purchased Multi-Functional Devices and Digital Solutions

This covers the provision of multi-functional devices and digital solutions, to include both A4 and A4/A3 networked and standalone multi-functional devices, printers, high volume print room devices and wide format printers, all with the option of CPC maintenance.

#### LOT 2: Digital Transformation and Associated Services

Offering digital transformation services to enable customers to transform and improve operating processes by way of multiple solutions with the supplier of their choice.

### So, why choose digital transformation?

- Makes life easier
- Ability to integrate multiple devices, software and services
- Access digital connectivity across multiple sites
- Print from anywhere
- Allows you to scan to the cloud
- Includes cloud based software – eliminate the need for server host

The awarded suppliers on our framework can provide expert advice and enable bespoke MFD configuration to meet your needs and deliver the right solution for your organisation. With our framework, you have access to a choice of leading suppliers and brands in the industry:



Would you like to learn more or access the framework?

[Access Here](#)

# Reimagining your workplaces – why is now the perfect opportunity for the public sector to build for a better business future?



We've now accelerated past that first heady phase of reactionary digital transformation into a 'reimagine' stage. Therefore, forward-thinking organisations – those that tend to be quickest off the mark – are now adopting leading edge technologies. Examples are cloud, AI, IoT, and automation, all of which accelerate progress and gain an edge on their competitors. This means there are excellent opportunities to evolve how we work for greater success.

First, there is an opportunity to support and empower your people, as your workforce becomes more flexible and productive than ever. Next, there is an opportunity for accelerated digital transformation, as organisations across the country transition once more to new ways of working.

And finally, there is an opportunity to develop and build your company culture into a place where your people love to work. It's up to organisation leaders to find the right solutions to address these concerns and provide their people with a platform to achieve their best work.

**Access insights from Ricoh UK on keeping your organisation and people agile**

**Ricoh is an awarded supplier on our Managed Services and Multi-Functional Devices and Digital Solutions frameworks. Access the frameworks here:**

[Access Here](#)



# Make your threat detection and response smarter and faster with AI

As cyber threats increase and become more sophisticated, businesses of all sizes and industries need smarter cyber protection, and yours is no exception.

Utilise decades of cyber security intelligence to see and stop threats before they cause harm to your business with Microsoft Azure Sentinel.

- Collect data at cloud scale across all users, devices, applications, and infrastructure, both on-premise and in multiple clouds.
- Detect previously uncovered threats and decrease false positives using analytics and unmatched threat intelligence from Microsoft.



- Investigate threats with AI and hunt suspicious activities at scale using decades of cyber security work at Microsoft.
- Respond to incidents rapidly with built-in automation of everyday tasks.

Phoenix is an awarded supplier on our Software Products and Associated Services, Managed ICT Services and IT Hardware frameworks. Access the frameworks here:

[Access Here](#)

Book your free one-to-one consultation with Phoenix to strengthen your cyber security approach and prevent a breach. [book your free call now button - Select a Date & Time - Calendly](#)

# APOGEE

An HP Company

Digital transformation is about change, agility, speed and connectivity in real-time, meeting customers ever changing expectations by integrating technology into all areas of business.



Read more from Apogee as they discuss the benefits around digital transformation and how they can help transform your organisation and it's business operations: **12 Benefits of Digital Transformation (apogee.com)**

Apogee is an awarded supplier on our brand new Multi-Functional Devices and Digital Solutions framework, to discover more:

[Access Here](#)

# SHARP

At Sharp, we believe people are the true power behind a successful business, and it is the needs of people that should define the shape and purpose of tomorrow's technology. As a company leading the industry in new areas of technology products and services that help deliver the future workplace, we can help support businesses with the technology they need.

Read the full report from Sharp as they provide a snapshot of their findings, offer expert commentary from future of work psychologist and advice on what to consider when choosing workplace solutions to support new ways of working.

Sharp is an awarded supplier on our Audio Visual Solutions and Multi-Functional Devices and Digital Solutions frameworks. Access the frameworks here



[Read Article](#)

[Access Here](#)



## Commercial Services Group

### Introducing agile workspaces at Commercial Services Group

Throughout the past two years, many businesses were challenged with the effects from the global pandemic which resulted in flexible working, something many had never experienced before. Commercial Services Group understood that their people had mixed views on working from home and in the office, so they kept both options available and also undertook a complete revamp of their office to introduce agile work space and offer complete flexibility.

They say “it’s our job to help build an environment in which our people can thrive and reach their full potential and having the trust to give the option to choose is invaluable.”

With flexibility in mind, CSG introduced:

- Bookable pods which are mostly sound proof
- Collaboration zones
- Starbucks coffee machine in reception
- Break areas
- New furniture
- New app to book desks, meeting rooms and parking spaces
- New reception
- Social networking area

CSG will continue to support an agile workplace for the benefits of its people, now and in the future.

[Find out more here](#)



# Connecting conversations in the workplace

At KCS Procurement Services, we are committed to supporting and finding the right solutions for the public sector. Keep your organisation moving forwards with our brand new **Communication Solutions and Telephony Services framework**, which offers a full range of communication solutions, associated services, equipment, support and maintenance.

The awarded suppliers on our framework can provide expert advice and help transition your current communications to more agile, accessible and cloud based technologies.

*Are you ready to transform your organisation?*



[Find out more here](#)



Mark Scott - CEO of Cantium Business Solutions - is Vice-Chair of NCRCG's National Ambassador Steering Group. The Ambassadors are united by a shared ambition to prevent cyber crime and protect their supply chains, customers and employees. For Mark, enhancing maturity in cyber goes beyond business alone and is a wider societal issue.

# Cantium tackling cyber crime within the public sector



National Cyber Resilience Centre Group (NCRCG) is a not-for-profit company, funded and supported by the Home Office, policing and Ambassador partners, set up to help strengthen the reach of the National Cyber Crime Programme.

Until recently, tackling cybercrime within your business was the domain of IT specialists, but, over the past ten years, it has increasingly become a fundamental priority for any leader. An appropriate and effective cyber strategy needs to be integral to the operation of all organisations, sitting at the heart of how they protect their business, customers, and supply chains.

Find out more about the NCRCG and how their joint partnerships are supporting organisations across the UK in the fight about cyber crime Homepage - [National CRC Group](#)

If you are interested in talking to KCS Procurement Services about software and security for your organisation, start by accessing our frameworks and speak to one of our experts:

[Software framework](#)

[Managed Services framework](#)

[Managed ICT Services framework](#)

“

*Cybercrime is here to stay and is not bound by territory. We need to move cyber from being something that is seen as complicated to navigate, into something that is part of the everyday conversation. I often liken it to the transformation we've seen in health and safety over the past few decades. 30 years ago there was a big push on health and safety in the workplace which filtered into society. Now, we all think about it in a more proactive way; you wouldn't, for example, walk onto a building site without putting a hard hat on first. Cyber has to go on the same journey.*

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## Developing procurement with advanced technology

As Microsoft’s number one reseller, Bytes has built a range of unique solutions to control costs for the public sector. This includes their Quantum platform for unrivalled visibility across Microsoft Azure and O365, and their Commercial Advisory Service for in-depth cost options to support your procurement strategies.

To combat the continual threat of cyber attacks, their dedicated Cyber Security Division provides complete end-to-end solutions to protect your entire IT estate and the highly sensitive information within it.

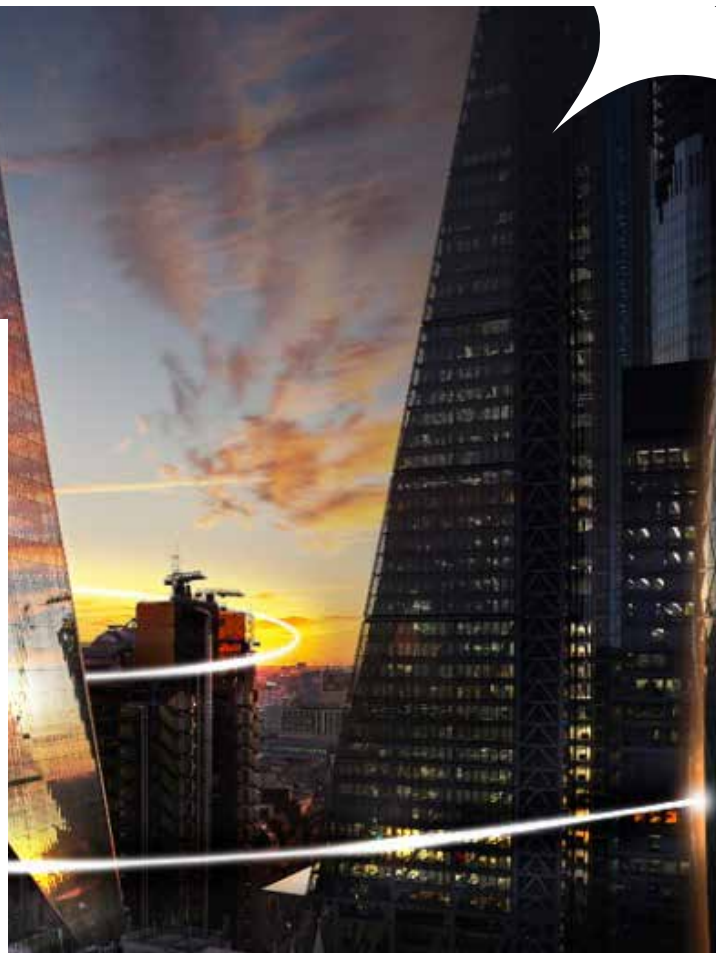
Bytes has a long history of being a trusted partner to the public sector and they have now been awarded Microsoft Partner of the Year for Operational Excellence, from over 3,900 partner entries globally, in recognition for supporting their customers with digital and business transformation through the adoption of Cloud Services and Technology.

*“This achievement highlights your truly exceptional work in delivering solutions built on the Microsoft Cloud and platform - solutions that positively impact our mutual customers across the globe”*



Their business has always focused on giving the very best service possible to their customers and ensuring that technology enhances the way those organisations work with their employees and their clients. Bytes pride themselves on their people – giving more personal growth, more opportunity and more impact for their own development and this carries through to our cutting-edge systems and processes.

This Operational Excellence award stands alongside this year’s customer satisfaction survey where 99% of customers would Recommend Bytes and a Net Promotor Score (NPS) of 63 – which is industry leading!



**Neil Murphy, CEO, Bytes** comments “We’re really pleased to know that as we grow the business, following us joining the FT250 recently, that our partners and customers are telling us that service levels are high and that we’re doing a great job.”



**Jack Watson, Managing Director** adds, “We know technology is vital for organisations and their people and I’m very proud of the support we’ve been able to give to our customers to help them get through the pandemic and build for a strong future. And we’ve been doing that internally at scale too, investing in the skills of our people and smart technology platforms to make working with us an exceptional experience at every touch-point.”



Bytes is an awarded supplier on KCS Procurement Services frameworks for the public sector; Software Products & Associated Services and IT Hardware. For further information on how you can access Bytes via these frameworks go to the link below.

From digital transformation, cloud platforms and cyber security to managing your IT infrastructure and reducing costs, learn how Bytes can benefit your organisation today Bytes

[Learn More](#)

# Blog

## How has technology transformed the corporate travel sector?

Over the past couple of years, the travel industry has been dealing with the impact of the Covid-19 pandemic. Postponed business travel had a major influence on the significant drop in the travel market, in the pre-pandemic UK, corporate travel contributed to about a fifth of the aviation sector contribution to the nation’s economy.

During the “stand-still” period, there was a lot of room for improvement in current travel management. The technology concepts that were only notions a couple of years ago, have now influenced a wider digitalisation of the travel industry. This has enabled convenient, time-efficient and easy to manage travel for customers.

### The key technologies used for travel management:

- Blockchain technology
- Online booking systems
- Automated corporate travel policy management
- Invoice management systems
- Management systems to organise upcoming and ongoing trips
- Mobile devices and Apps
- Artificial Intelligence (AI)



[Access our Travel Management framework](#)



If you want to discover more about how technology has transformed the travel industry

[Read our blog](#)

Our awarded suppliers on our Travel Management framework are

↓



# New frameworks



## Legal Services: Y21012

This framework covers the provision of a wide range of legal services, including finance, health and safety and contract services.



## Postal Courier Services: Y20020

This framework covers multiple services under 3 LOTs: UK collection and delivery, international collection and delivery and specialist items logistics services.



## Total Facilities Management: Y22028

Total Facilities Management (TFM) is the process of combining and integrating all facility management services into a single contract.



## Communication Solutions & Associated Telephony Services: Y22007

Covers the provision and installation of a full range of communication solutions, associated services, equipment, support and maintenance.



## Office Supplies: Y22027

Supply of office supplies including janitorial, catering, cleaning, post and packaging supplies and personal electronic devices, for delivery to multiple locations nationwide.



## Insurance Services: Y22018

Offering security to support establishments with financial decisions.



## Temporary & Semi-Permanent Buildings: Y21018

This framework covers a range of property management services that apply to temporary and semi-permanent buildings, such as project management, construction/installation and hire/purchase of modular buildings.

If you want to find more information on all of our frameworks, *visit our new website here*

*KCS Procurement Services is a market leading framework provider with a wide range of fully-compliant, national frameworks that are created according to Public Contract Regulations 2015.*

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