

Transforming Public Services

The Telefónica Tech
and HPE Partnership



In an era of rapid digital transformation, the public sector faces unique challenges in modernising services, ensuring security and meeting citizens' evolving needs. The strategic partnership between Telefónica Tech UK&I and Hewlett Packard Enterprise (HPE) offers tailored solutions to address these challenges, driving innovation and efficiency across government services.



A Partnership Built on Trust and Expertise

As HPE's first and longest-standing Platinum Partner, Telefónica Tech UK&I brings over 25 years of collaborative experience to the public sector. This enduring relationship has fostered deep industry knowledge and a proven track record of delivering transformative solutions to government organisations.



Addressing Core Public Sector Challenges

Today's public sector faces six primary challenges:

1

Accelerated Digital Government:

The need to deliver digitally enabled experiences to citizens efficiently and effectively.

2

Government as a Platform:

Building user-centric services on a common core infrastructure.

4

Realising the Power of Data Sharing:

Creating and utilising common data sources across traditional boundaries.

3

Connected for Greater Value:

Enabling better responses and service delivery across departments.

5

Extracting Value from Data:

Deriving insights from data that drive decision-making.

6

Protecting Data:

Securing data against attacks, leaks, losses and theft.

The partnership addresses these challenges head-on, offering integrated solutions that enhance public services, streamline operations and ensure data security.



Tailored Solutions for Public Sector Excellence



Vertical Focus and Industry Expertise

- **Healthcare:** Advanced medical imaging and electronic patient record management systems.
- **Policing:** Cutting-edge digital forensics blueprint and data analysis tools.
- **Local Government:** Integrated citizen service platforms and smart city solutions.

By combining Telefonica Tech UK&I's public sector knowledge with HPE's technology, we deliver solutions that address the unique needs of each public service domain.



Infrastructure Modernisation

We support the transition to modern, agile IT infrastructures:

- **Hybrid Cloud Solutions:** Seamlessly integrate on-premises systems with cloud services.
- **HPE GreenLake:** Bring pay-per-use, cloud-like experiences to your applications and data, wherever they reside.
- **Scalable Infrastructure:** Adapt to changing demands without under- or overprovisioning.

Modernise at your own pace, ensuring continuity of services while embracing innovation.



Scalability and Futureproofing

Telefónica Tech UK&I and HPE help public sector organisations prepare for future challenges:

- **Flexible IT Models:** Adapt to changing citizen needs and government priorities.
- **AI and Analytics:** Harness data for predictive insights and improved decision-making with private cloud AI for a secure, customisable, and cost-effective solution.
- **IoT Integration:** Build smart, connected public services for the future.

By leveraging the partnership's combined expertise, public sector organisations can stay ahead of technological trends and citizen expectations.



Enhanced Security and Compliance

In an era of increasing cyberthreats and stringent regulations, the partnership offers:

- **Zero Trust Security Framework:** Implement advanced protection across your entire IT ecosystem.
- **Compliance Management:** Ensure adherence to GDPR, NHS Digital Standards and other sector-specific regulations.
- **Data Protection:** Safeguard sensitive citizen information with state-of-the-art security measures.

In addition, Telefonica Tech UK&I offers an innovative portfolio of Managed Security Services from its global network of Security Operations Centres (SOCs) to combat emerging cyberthreats and guide customers towards a secure digital future.

The Telefónica Tech and HPE Advantage for the Public Sector

Choosing the Telefónica Tech UK&I and HPE partnership brings unique benefits:



Proven Track Record:

Successful collaborations with UK police services and healthcare technology initiatives demonstrate our reliability and effectiveness.



End-to-End Solutions:

Comprehensive IT solutions tailored to specific public sector needs, either as a fully managed service or deployed in your own data centre.



Expert Support:

Access to Telefónica Tech UK&I's skilled consultants and HPE's global resources ensures top-tier guidance.



Innovation at Scale:

Leverage cutting-edge technologies to transform public services.



Cost Optimisation:

Flexible consumption models help maximise budget efficiency.



Seamless Integration:

Our solutions work with existing systems, ensuring smooth transitions.



Customer Success Story:

encompass solution unifies Northern Ireland Healthcare Records

Challenge:

Northern Ireland needed to create a single digital care record for every citizen receiving health and social care, replacing paper processes across all Health and Social Care Trusts. This required a complex IT infrastructure capable of supporting approximately 70,000 staff members and managing sensitive patient data securely.

Solution:

Telefónica Tech UK&I was contracted for a five-year IT managed services agreement to support the encompass programme. They built and managed the back-end IT infrastructure, including hosting and deploying Epic, the market-leading health record management software. Telefónica Tech also provided strategic expertise and support for the roll-out across all Trusts in Northern Ireland.

Key Improvements:

The project has created 20 new highly skilled jobs in Belfast, adding to Telefónica Tech's existing 330-person workforce in the city. The successful implementation has been recognised by Dr Dermot Hughes, the Senior Responsible Owner for the encompass programme, highlighting Telefónica Tech's significant contributions to the project's success.

Results:

The digital patient record system has been successfully implemented in the South Eastern Health and Social Care Trust and Belfast Trust, the largest of its kind in the UK. This marks significant progress towards making Northern Ireland the first part of the UK with integrated patient care records.

This Hybrid Cloud implementation serves as a blueprint for other NHS trusts, demonstrating how to overcome constraints in the healthcare sector while improving performance and efficiency.



“encompass is a transformational project from an operational and medical point of view.”

Ellen Dickson, VP, Enterprise Health Services at Telefónica Tech UK&I

HPE and Telefónica Tech:

Your partners in Public Sector transformation

The Telefónica Tech UK&I and HPE partnership offers more than technology solutions; it provides a pathway to efficient, secure and citizen-centric public services. By addressing the core challenges of digital government, infrastructure modernisation, data sharing and security, Telefónica Tech UK&I and HPE empower public sector organisations to meet today's demands and tomorrow's expectations.

As HPE's enduring Platinum Partner, Telefónica Tech UK&I brings unmatched expertise and a proven track record of public sector success. Together, we're not just solving IT challenges – we're building the foundation for better services and improved citizen experiences. Whether you want the convenience of a managed service or the autonomy of an in-house setup in your own data centre, we provide options that align with your strategy and operational preferences.

We have been awarded Tier 1 GreenLake Partner status. We've earned this recognition through the creation of our unique blueprint for modernising digital forensics.

Our HPE Awards include:

- **UKIMEA Service Provider of the Year Award 2024**
- **UKIMEA IT Asset Lifecycle Services Provider of the Year Award 2024**

Contact us:

Take the first step towards transforming your public sector organisation. Contact us today to explore how the Telefónica Tech UK&I and HPE partnership can drive your digital transformation journey.

[Contact us](#)

