

Shared Services Connected Limited (SSCL) is a leader in critical business support services for the largest Government departments and agencies, the Ministry of Defence, Police and CITB across the UK.

We transform services through digital solutions and innovation, including end to end Finance and Accounting, Payroll, Employee Services Procurement, Pensions Administration and Resourcing Services - enhancing the customer experience, enabling smarter public services.

We employ around 3,000 people who, with their in-depth client knowledge and collaborative approach, sit at the heart of our business strategy. SSCL operates at size and scale across the UK public sector and has already delivered savings of just under £750 million - providing more funds for front line public service.

Social Value at SSCL

SSCL has been supporting the UK public sector for ten years and is a key partner delivering services for clients across Government, Police and Defence. We support our clients and our employees on the issues that matter to them, and have made social value a vital business priority that sits at the heart of our **strategy**.

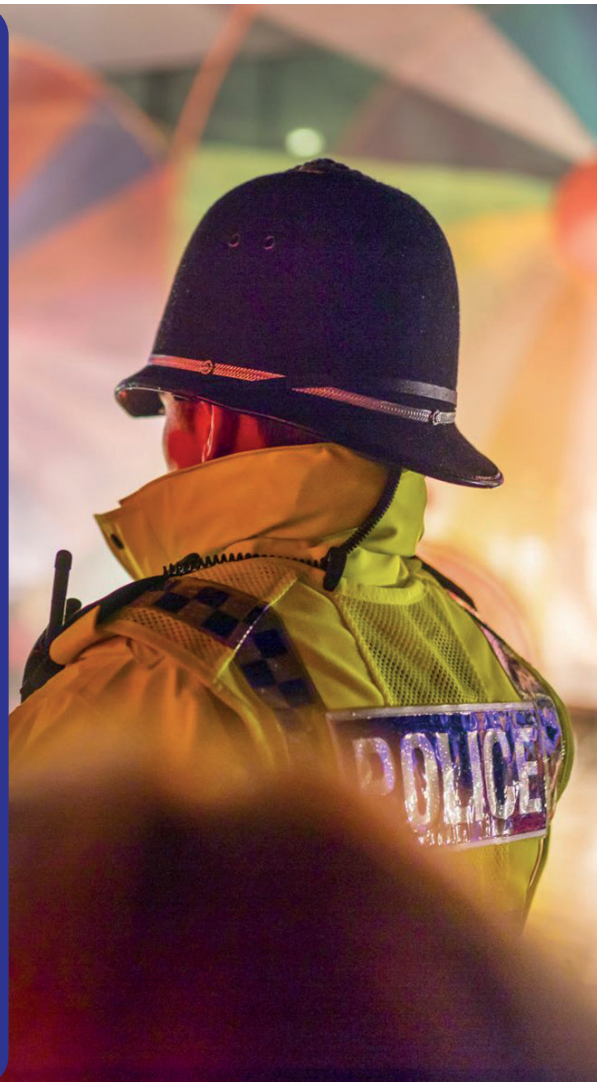
Embedding social value isn't just the right thing to do; it's about creating a tangible, lasting impact on people and the planet.

Our vision and values under '**Living SSCL**' guide us on how we'll create a real impact. We want our work to create positive change through our influence and our actions - empowering people to make a real difference no matter where they are.

Measuring our success includes the social value contribution we make in the services we deliver across the UK.

Every action we take contributes to our larger goals around Sustainability, Diversity and Inclusion, Employees Wellbeing, Clients and Suppliers and our positive contribution ensures our long-term resilience in a rapidly changing environment.

In partnership with our clients, we'll continue to develop our social value strategy to make a real difference.



**We
Succeed
Together**

Customer requirements

According to research conducted by WWF-UK in 2023, global internet usage makes up around 3.7% of global CO₂ emissions. This figure is also equal to the CO₂ emissions of all the air traffic around the world.

As part of our social value commitment, we want to create sustainable and efficient, digital products which meet the needs of the customers whilst also combatting the effects of internet CO₂ emissions.

Our latest portal is designed with all this in mind. SSCL is proud to announce the design and deployment of our latest portal (in conjunction with our colleagues in Defence Business Services (DBS), a system that will revolutionise services for over 3 million veterans and 150 thousand serving personnel, offering a centralised place for all their HR, payroll and pension needs. In designing the portal SSCL wanted to ensure we delivered not only a great user experience, but one that would help improve our response to the climate change emergency.

All services created and delivered by SSCL follow a standard deployment approach - discovery, design, build and deployment. During the discovery phase of the Armed Forces Personnel Portal (AFPP) feedback from Service Personnel was key. Speaking with representatives of the tri-services, SSCL identified another clear requirement that went beyond the

standard portal design approach; those serving in remote locations requested options that supported bandwidth requirements whilst away from home, at sea or in other challenging locations.

It became clear that a real customer requirement needed to be met:

- To make a real difference to the carbon footprint created by the internet.
- To optimise the ability to use the portal whilst on military ships and boats and in other remote deployments.

Problem solved with NEW climate efficient portal

This led to the development of a 'climate efficient' version, whereby SSCL was able to offer significant bandwidth reduction, improving functionality whilst also reducing the portal's carbon footprint by up to 70%.

Those accessing the Portal for the first time will be asked if they would like to view the normal version or the new climate friendly version. This allows the end user to decide and toggle the option on and off when required.

The benefits to using the climate friendly version include:

- A reduction in the page weight by between 30-50%.
- Image and videos removed from initial page load to reduce bandwidth.
- Energy efficiency - using a monochrome design and utilising server-side technologies to consume less energy leading to reduced electricity consumption.
- Faster load times.
- Low bandwidth takes away images, colour and videos only. The content remains the same and is downloaded at a faster rate!

A climate friendly Portal also means end users can access valuable information more easily and quickly where bandwidth is an issue such as:

- At sea.
- On remote operations.
- Anywhere where internet connection is poor.

Whilst also:

- Reducing the amount of CO₂ emitted into the atmosphere.
- Lowering consumption of electricity.
- Reducing carbon footprint of the website.
- Mitigating the effects of global climate change.



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What next?

The design goes into beta phase from August 2023. The team put the wheels into motion for the portal following the huge success of the award winning myHub portal used by 250,000 Government Civil Servants every month, and together with the MoD knew there was potential for a similar system for Defence service personnel and veterans.

One of SSCL's key areas of innovation is the ability to personalise services to the requirements of our client and end users. The key objectives for the new Portal were to ensure a centralised area for information and ease of access for service personnel and veterans. The new portal will be available to both MOD and user's own devices and will allow users the opportunity to self-serve across a range of HR, Payroll and pension topics, improving the user experience, reducing customer effort, while reducing the need for users to rely on HR teams and the contact centre.

The design of the portal centres around information and personalisation, will support hundreds of services by providing easy access to intuitive self-service, detailed step by step instructions, and intelligent FAQs and walk throughs, ensuring user journeys are useful, tailored and in context to the user.

Key Improvements included:

- Support whilst using the portal through webchat and chatbot functionality.
- Single platform for information such as pensions, holidays, and military medals.
- Links to a range of services available for both service personnel and veterans.
- Services in context, for example, those serving in the RAF would be able to view content that is relevant to their service area.
- Hyper personalisation – this allowed SSCL to tailor content to the individual with regards to their position and career path, this has received positive feedback especially around the transition of serving service personnel to civilian.

When we cut carbon emissions, we help ensure cleaner air, water, and food for our generation and for generations to come. Our design and commitment to sustainability is crucial to supporting a rapidly changing environment.

Empowering our people to make that change is crucial to this and our partnership with our clients. At SSCL, we succeed together.

