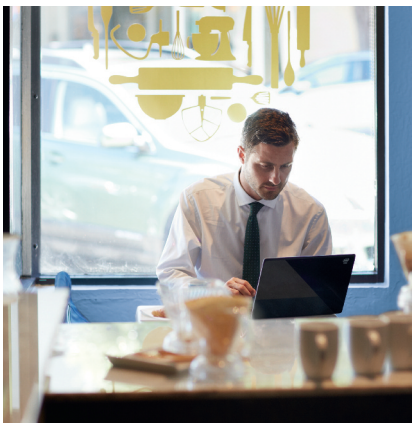
SOLUTION BRIEF
Intel® Core™ Processor Family
Government/Public Sector
Cloud Computing Solutions
Consumerization of IT

Creating a single view

Avco Systems and SCC centralize information streams to boost social workers' effectiveness using Intel® technology-based devices



Technology Solutions Provider

"This mission critical application requires a device that can support a range of features including a touch screen interface, the power to process large amounts of data and – crucially – gold standard security. We believe that to best meet the project's specific needs, mobile computing hardware based on the Intel® Core™ processor represents the best solution."

Guy Hodges,
Public Sector Sales Director,
SCC

Challenges

- **Reduce complexity.** Create a solution that enables social workers to access all the information they need, quickly and accurately from one central point
- **Stay mobile.** Ensure the new solution works seamlessly from employees' mobile devices to keep them connected at all times and in all situations

Solutions

- **Single View of the Child*.** Avco Systems created an application tailored to pull all information strands together and deliver them to child support officers
- **Recommended devices.** IT solutions provider SCC identified Intel® Core™ processor-based mobile devices as best for performance, touch and security

Impact

- **New customers.** The combined software and hardware solution enables Avco to engage new types of customers in the local government space
- **Deployment already.** Customers have already deployed the Avco solution to hundreds of employees
- **Great flexibility.** The solution can be tailored for any user group, with other versions already planned

Complexities of social care

Local governments everywhere are challenged with delivering the best possible quality of service to their citizens, wherever and whenever the two come into contact. While taxpayers expect to see the funds they generate being put to good use, often the responsibility to provide excellent service goes beyond the purely financial.

Some groups of public servants, such as child- and family-support officers, work closely with vulnerable people within the community, and frequently have to deal with sensitive issues. In these cases, it may be essential to make a fast decision to resolve emergencies and critical situations appropriately and quickly. These decisions can be difficult, with many variables and background details to take into account, so the social worker making them must have all the relevant information at hand, such as case history notes, medical records and notes from colleagues who have also been involved.

Such a variety of information can be difficult to keep track of, especially when social workers are out in the field and only have a mobile computing device. Flicking between applications and information sources can be time-consuming, and may add complexity to an already fraught or delicate situation.

An adaptable solution

Pulling together multiple strands of information is a challenge Avco Systems has experience solving. "We had developed an application called Single View of the Vehicle*, which offers an overview of all available information to analysts at credit reference agencies," explains David Robertson, consultant, Avco Systems. "We'd spoken to a local authority about its desire to better equip mobile social workers with the information they need, and we saw that our application could be easily adapted to fit this requirement."

Avco Systems therefore developed an application called Single View of the Child for use by child support officers. The solution provides a single-interface overview of all the information these specialists need when they are away from the office and dealing with a case, as well as enabling

Software specialist works with leading IT solutions provider to boost application value with Intel® technology

them to share and print information and carry out risk assessments. The application addresses local governments' need to deliver large amounts of information to users in a digestible form, but Avco Systems knew that to offer the best solution to its customers, it needed to go beyond the software element.

"We wanted to find the best mobile computing device or devices that would deliver the performance, security and usability features needed to get the most out of our application," says David Robertson. Avco Systems began working with a leading European IT solutions provider, SCC, to help it identify the most suitable device model for the application, and to take the combined software and hardware solution to the marketplace.

Guy Hodges, public sector sales director, SCC says: "Keeping pace with user demand, the application is designed to work well with the touch-based interfaces now common across a range of mobile computing devices like tablets and convertible Ultrabook™ devices. Because it needs to process large volumes of information from multiple government sources quickly and efficiently, performance is also an important requirement. Finally, of course, security is absolutely key. These users have access to a lot of highly sensitive information, often protected by stringent legal regulations, and it is therefore essential to ensure that only authorized people can view it."

Taking these requirements into account, and based on its extensive experience designing and implementing IT solutions for its customers, SCC recommended that the Single View of the Child application be deployed on devices powered by the Intel Core processor. SCC has already been speaking to local government bodies about the solution, with some implementations already complete.

Lessons learned

Specialist workers need specialist tools, and often these tools come in the shape of tailored software programs. However, getting the best value from these applications means making sure the hardware on which they run is up to task. By getting both elements right, organizations can drive huge efficiency benefits for their end users and boost the quality of service they deliver. SCC and Avco Systems worked together to create the perfect combination of Avco software and Intel® technology-based mobile computing devices.

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