

# Digital Services

## NTT DATA helps regulator move services online to simplify the oversight of charities

### Challenge

The regulator wanted a digital platform to help it more efficiently manage its activities online

To help it better manage the complexity of working with a highly diverse set of stakeholders, from tiny charities to large corporate charities, as well as members of the public and government departments, the regulator aimed to transform itself into a digital organisation.

Part of its three-year strategic plan, the digitisation initiative involved redesigning the regulator's operations and business processes, with investment in digital applications to enable charity trustees and the public to interact with it online.

The regulator also wanted its in-house teams to be given the skills to run the new digital services platform with only minimal external.

#### About the client

The regulator works with registered charities to ensure the public can support them with confidence, and maintains an accurate and up-to-date register of charities. This includes deciding whether organisations are charitable and should be registered, as well as removing organisations not considered charitable, or which no longer operate.

#### About NTT DATA

NTT DATA (Tokyo: 9613) is your Innovation Partner anywhere around the world. Headquartered in Tokyo, with business operations in 42 countries, we put emphasis on long-term commitment and combine global reach and local intimacy to provide premier professional services from consulting and system development to business IT outsourcing.

### Solution

Working closely with the regulator, NTT DATA teams applied their digital development and business analysis skills to provide a value-for-money solution

NTT DATA was engaged to help build secure integrated digital services, deploying a multiskilled project team comprising staff from its UK and Romania bases.

The UK team created the solution's architecture, managed its delivery and provided integration and business analysis skills to help the regulator develop its requirements. The 11-strong Romanian NTT DATA team developed the solution using open-source web development tools and applied its automated testing expertise.

#### Close working relationships established

Cross-team collaboration was essential for efficient project management and effective knowledge transfer to enable the regulator to manage the digital platform in-house. Close working was further promoted by NTT DATA staff from Romania coming to the UK and the regulator's team members working in Romania.

NTT DATA also acted as a 'critical friend', using its specialist design and configuration expertise to challenge the internal team's approach and advise on best practices.

The project was split into two phases, both for completion in the first half of 2018:

- **Phase 1:** focused on allowing charities to create an online profile, log-on, make a name change and other services to allow them to register.
- **Phase 2:** created the functionality to allow charity trustees to update charity details and file their annual returns.

## Results

**With the skills to manage its new platform in-house, the regulator has advanced digital capabilities to meet its responsibilities more efficiently**

Guided by NTT DATA, the digital transformation project has achieved its objectives of creating and deploying integrated digital services that enable charities to quickly and efficiently meet their legal obligations. These include registering the charity, submitting their annual accounts and closing down the charity.

Digitisation has enabled the regulator to raise its operational efficiency in many ways. For example, the new digital platform is configurable, which means the annual return service can be amended for subsequent years without the regulator having to produce a bespoke solution every year. It also has better visibility and control to help meet its responsibilities towards charities and the public.

The close involvement of the regulator in the development of the new digital services platform has given its in-house teams a deep understanding of how they were built and how to manage them on an ongoing basis.

