

Press release

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techUK's research shows Government progress in digital adoption

- The report identifies the development of digital adoption over the last decade and the areas for improvement

LONDON, 13 July 2022: techUK has today launched a new report – *Getting IT Done; techUK Public Sector Suppliers Perspectives*. The research, which was commissioned by techUK's Public Services Board and undertaken by Dods, presents suppliers' views on the key changes and achievements in the government's approach to engaging the tech sector over the last decade. The work also captures outstanding challenges and opportunities for improving cross sector collaboration in the years ahead.

Significant Progress in Supplier Relations

The suppliers recognised the significant progress made in the last ten years. Eight in ten (80%) representatives from companies interviewed thought that the public sector's commercial knowledge and understanding of data and tech had improved. Achievements like the implementation of the G-Cloud and Digital Outcomes and Specialists frameworks; and the establishment of the Digital Marketplace buying platform have significantly opened up opportunities for more tech product and service providers – including innovative SMEs. The DDaT Sourcing Playbook launched in April 2022 is an excellent example of effective collaboration between government and suppliers to improve the procurement process and deliver more effective and efficient outcomes for the public and taxpayers alike through innovative use of technology.

Challenges Remain for Suppliers and Buyers Alike

The report notes that government still faces obstacles to delivering ongoing digital transformation. Technology suppliers highlighted the challenges of ensuring sufficient access to skills, updating legacy tech and systems, the growth of overlapping frameworks, and the existence of some operational silos.

Although the majority of suppliers (91%) reported having good or excellent understanding of government tendering processes and selection criteria, the report notes that this high level of understanding does not reflect a simple and easy-to-understand process, but rather is the result of a concerted – and business-critical – effort from suppliers. Suppliers firmly support the principles behind social value in procurement, however, its implementation has proven challenging. As tightly competed contracts for tech goods or services are normally

won or lost by narrow margins, establishing clarity and confidence on how social value is evaluated and monitored is critically important.

Grounds for Optimism

The potential of the changes heralded by the DDaT Sourcing Playbook and the Procurement Bill are promising. While 40% of suppliers responded that frameworks and playbooks are widely followed across government, there is interest in seeing procurement reforms successfully implemented and even more broadly adopted.

Julian David, techUK CEO, commented:

“Advances in digital public service provision have been made possible by the extraordinary innovations that the UK and wider global tech industry have brought to market. By recognising this success and making recommendations for continued improvement, this report hopes to foster the continuation of meaningful dialogue between public sector buyers and tech suppliers.”

Simon Godfrey, BT Government Director and Chair of techUK Public Services Board said:

“Government has been responsive in introducing more agility and standardisation in both its procurement, and digital service design and implementation processes. This report acknowledges these achievements and is open about areas where opportunities exist that can further improve collaboration between government and its expanded tech supply base. In turn, this kind of engagement can help improve digital service provision at local and national levels for the benefit of users and tax payers.”

-ENDS-

Notes to Editors

The full report can be downloaded [here](#).

[techUK's Central Government programme](#)

About techUK

techUK is the technology trade association that brings together people, companies and organisations to realise the positive outcomes of what digital technology can achieve.

With over 850 members (the majority of which are SMEs) across the UK, techUK creates a network for innovation and collaboration across business, government and stakeholders to provide a better future for people, society, the economy and the planet.

By providing expertise and insight, we support members, partners and stakeholders as they prepare the UK for what comes next in a constantly changing world.

About techUK's Public Services Board



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The Public Services Board (PSB) is techUK's senior forum for public sector tech suppliers. The board consists of senior executives from twenty-two members spanning well known UK and international firms and lesser known high growth SMEs. The board is also diverse in terms of the products and services that member firms deliver to government; these range across tech infrastructure products and services as well as SaaS (software as a service), systems integration, telco and advisory services.

The PSB aims to: Improve the engagement between Government and the tech industry; Provide leadership on policy issues related to public services transformation; Champion better use of technology to drive efficiencies in Government and transform our public services.