



Boost public sector CX with Firstsource's cost-effective solution

The UK public sector is facing a period of unprecedented strain. A combination of financial pressures, political upheaval, and the challenges associated with an aging population has left many local government decision makers searching for a solution.

Cutting costs is clearly a primary concern for the public sector, but not at the expense of customer experience (CX). Finding the right balance between cost and CX is absolutely crucial.

Another major consideration is how to leverage digital innovation – such as generative artificial intelligence (GenAI) – while not neglecting the human touch that is so highly valued among many local people.

At Firstsource we understand these challenges and how they can be overcome. In short: We Make It Happen. Our 'Digital First, Digital Now' approach will help deliver cost-effective CX excellence for you and your communities...

Features of the Solution

Firstsource's public sector solution

As the cost of living crisis continues to bite, communities across the country are increasingly reliant on local services.

However, with more than 100 councils now on the brink of issuing insolvency notices and the demise of the high-street impacting jobs, it has become clear that an external solution is required.

Firstsource's public sector proposition is designed to respond to these challenges:



Deep domain cross industry experience

We are a market leader in delivering cutting-edge business process outsourcing (BPO) solutions for organisations operating in heavily-regulated industries, including banking, insurance, and utilities.



'Digital First, Digital Now' approach

Digital innovation is at the forefront of what we provide to our partners. GenAI technology is embedded within our contact centre service offering to ensure a seamless CX journey.



We are invested in UK communities

Firstsource has a strong affinity with communities across the country – from Southampton to Middlesbrough, we walk the talk when it comes to investment and job creation in regional hubs. This enables us to provide the 'human touch' that resonates with local people.

The Benefits

What are the benefits of the Firstsource public sector solution?

Significant cost savings

A contractually guaranteed 15% - 25% reduction in the cost of operations. This will allow for much-needed reinvestment in local communities.

Optimised operations

Lean Six Sigma to analyse your processes, identifying actionable insights to improve the efficiency and accessibility of services, delivering your desired outcomes for your citizens.

Net Promoter Score (NPS) boost

CX excellence is delivered alongside cost reductions in the form of a five to ten improvement in an organisation's NPS.

→ To find out more about how we can make it happen for you visit

