



Serving communities
through digital modernisation



Maximising the digital opportunity

Local governments in the UK are under significant pressure. A £6.2 billion funding shortfall is forecast by March 2026, while workforce numbers have dropped by over 30% since 2010. At the same time, demand for public services continues to grow — placing new expectations on authorities to do more, and to do it faster, with fewer resources.

Despite these challenges, the potential of technology to transform public services has never been clearer. From reducing costs and enabling smarter working, to supporting climate goals and improving citizen outcomes, digital infrastructure offers a way forward. However, many councils are still reliant on outdated systems, paper-based processes, and fragmented data. This limits collaboration, slows service delivery, and increases vulnerability to cyber threats.

The challenge now is not whether to modernise, but how to do so strategically. With limited funding windows and urgent priorities, local authorities need to make confident, high-impact decisions that deliver long-term value. Technology holds the key — but only if deployed with the right vision, expertise and support.

At Roc, we empower government to take decisive action. We help our clients make targeted investments that deliver long-term value — modernising infrastructure, securing data, and streamlining operations in a way that frees up resources, supports staff and unlocks better services for citizens.





Driving digital progress

Technology sits at the heart of the UK Government's ambitions for reform, with digital transformation central to improving citizen outcomes, driving operational efficiency, and building future-ready infrastructure. But while national funding uplifts offer a vital opportunity, they are front-loaded — placing pressure on local authorities to move quickly and make high-impact investments that will deliver lasting value.

Local government faces the challenge of delivering more integrated and accessible public services. Citizens expect joined-up, on-demand experiences across housing, adult social care and local planning — but legacy systems, paper-based processes, and siloed data continue to stand in the way. At the same time, the emergence of AI creates new possibilities for efficiency and smarter service delivery, yet adoption is often hampered by outdated infrastructure and a lack of digital readiness.

Security and compliance are also under growing scrutiny. With increasing cyber threats and stringent regulations around data protection, local authorities need to ensure resilience and transparency across every digital touchpoint. Meanwhile, the race to meet Net Zero goals by 2030 places additional pressure on infrastructure decisions to be not only cost-effective but environmentally sustainable. For many councils, these overlapping demands present both a challenge and an opportunity: to take bold steps toward future-ready services that are more secure, intelligent and efficient.

With Roc Technologies as your partner, transformation becomes a strategic and achievable goal. By modernising legacy infrastructure, moving to secure and scalable cloud platforms, and building agile, intelligent networks, we enable local authorities to take full advantage of emerging technologies while staying compliant and within budget. Our services unlock automation opportunities, improve access to data and enhance visibility across estates - empowering faster decision-making and delivering better services to the communities you serve.

Securing the Public Sector in the digital age

Cyber threats continue to rise across the UK public sector and local government is now a frequent target for cybercriminals and state actors alike. A combination of aging infrastructure, limited budgets and stretched resources makes councils particularly vulnerable.

For local government, this means more pressure to act. Cyber incidents risk eroding public trust and disrupting vital community support. To remain secure, compliant, and resilient, local authorities need to take a strategic approach — building long-term cyber capabilities that align to budget and support operational delivery.

Roc can help. Our services are designed to work with what you already have, while helping you build the secure, modern foundations required to deliver services confidently in the digital age.

We start by helping you understand your current risk exposure through Cyber Readiness Assessments, penetration testing and AI-driven vulnerability scanning. This helps identify critical weaknesses, prioritise investment and shape a roadmap aligned to your organisation's risk appetite and compliance obligations.

But resilience goes beyond perimeter defence. That's why Roc offers secure networking and cloud services, including SASE architecture, to help local government departments connect securely from anywhere — with access policies, threat protection and encryption built in. Combined with our Cloud Modernisation portfolio, we help you close security gaps at scale, while enabling remote work and collaboration.

Our expertise also extends to safeguarding sensitive data. Through data governance and compliance services, we help you build clear information policies, apply protection consistently and prepare for increasing regulation — including anticipated changes from the 2024 Cyber Security and Resilience Bill.

For those with limited internal capacity, Roc's Security Operations Centre (SOC) provides 24/7 monitoring and response — available as a scalable service that can grow with your needs. And where specialist skills are required, our flexible cyber resourcing model gives you access to trusted experts without the overhead.



£1m

users rely on Roc's services and
infrastructure every day



AI: helping reimagine citizen services

Artificial Intelligence offers Local Government the most compelling opportunity – and reason – to reimagine the way it delivers services to its communities. From tackling backlogs to transforming citizen services, AI offers a smarter, faster way to deliver better outcomes with fewer resources.

But unlocking AI's potential demands consideration. Uncertainty remains around where to start, how to scale and how to maintain public trust. Many local government organisations face challenges such as fragmented data, legacy infrastructure and limited experience in deploying AI tools. These gaps make it harder to pilot new services or embed automation at the heart of operations.

At the same time, trust in AI is still being built. Concerns around fairness, bias and transparency mean any rollout must be responsible and citizen-focused. That's why laying the right foundations — secure data, resilient infrastructure and clear governance - is critical.

At Roc, we help Local Government harness AI with purpose, bringing together modern infrastructure, strong data governance and practical delivery support.

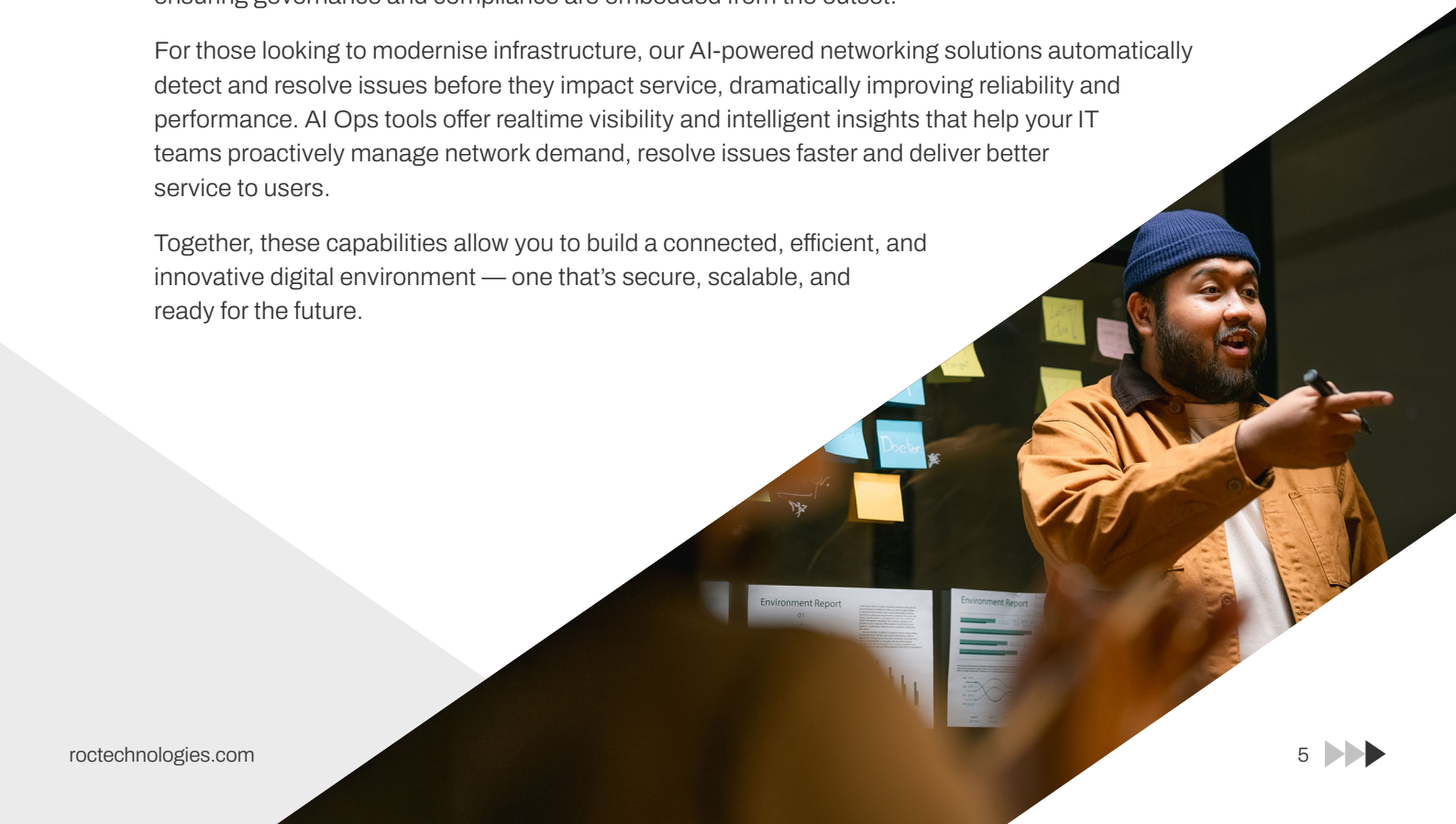
Roc's HyperAutomation Practice empowers local government organisations to accelerate transformation — combining tools such as AI, automation and Low Code development to streamline services, reduce costs and enhance citizen experience.

We help you tackle the biggest blockers to innovation by automating repetitive, manual processes that absorb valuable time and resource. Using Low Code, we enable rapid prototyping and delivery of new digital services — allowing you to test, refine and launch at speed and with minimal overhead, lowering the cost of innovation and supporting experimentation without long development cycles or high risk.

Where AI is the enabler, we help organisations adopt tools like Microsoft Copilot safely and effectively — ensuring governance and compliance are embedded from the outset.

For those looking to modernise infrastructure, our AI-powered networking solutions automatically detect and resolve issues before they impact service, dramatically improving reliability and performance. AI Ops tools offer realtime visibility and intelligent insights that help your IT teams proactively manage network demand, resolve issues faster and deliver better service to users.

Together, these capabilities allow you to build a connected, efficient, and innovative digital environment — one that's secure, scalable, and ready for the future.



Driving cost savings by maximising legacy investment

For local government organisations under pressure to deliver more with less, legacy infrastructure can seem like a barrier to progress. But with the right approach, it can become a powerful asset — helping to unlock cost savings, reduce risk and pave the way for innovation.

Many local authorities operate complex, ageing IT estates that are difficult and expensive to manage. Fragmented systems, unclear data ownership and reactive maintenance routines make it harder to plan strategically, drive efficiencies or innovate. Without clear visibility, councils risk overspending on unused services or missing critical opportunities to migrate to more flexible, cost-efficient platforms like the cloud.

At the same time, infrastructure built for another era is struggling to meet the demands of today's digitally connected public. Looming challenges such as the UK's digital switchover and the withdrawal of 2G/3G networks by 2033 raise serious questions around connectivity, resilience and readiness — particularly in rural and remote communities.

But transformation doesn't have to start from scratch. Emerging technologies — from cloud platforms to automation tools — offer new ways to extend the value of existing systems while improving performance, compliance and cost control.

Roc helps local authorities get more from their existing infrastructure while building a path to the future. Our infrastructure health assessments — spanning Microsoft environments, networks and cyber readiness — provide a clear picture of what you have, what you're using, and what it's costing you. From there, we create tailored plans to optimise spend, eliminate inefficiencies and identify opportunities for automation, integration or consolidation.

Our approach to business process mapping helps uncover pain points across manual and digital workflows, revealing where legacy systems are holding you back and where automation can unlock real impact.

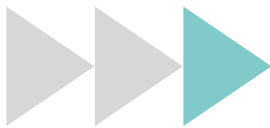
Roc also supports long-term resilience through our Managed Services Operations Centre, ensuring your IT estate runs smoothly day to day — so your in-house teams are free to focus on transformation.

Ultimately, we help you modernise without disruption, build a smarter digital foundation, and unlock more value from every pound spent.





“Roc has demonstrated its experience of delivering secure network solutions and services in the Public Sector... their proven track record of network transitions made them the ideal partner for the Council.”



Supporting citizen experience and strengthening communities

As the cost of living crisis continues to affect individuals and families across the UK, local authorities are increasingly being called on to do more — from providing housing and employment support to maintaining vital community services. With demand rising and resources stretched, delivering accessible, inclusive and reliable digital services has never been more urgent.

Yet, accessibility remains a major challenge. Not all citizens are digitally enabled — whether due to age, disability, lack of digital literacy or lack of access to broadband and devices. For some, traditional communication channels like phone calls or face-to-face appointments remain essential. In areas facing digital poverty, the risk of exclusion is real and growing.

To build trust and deliver equitable services, councils must deliver seamless omnichannel experiences that work for all users — and that are always available when needed. These services must also be secure - for citizens already in vulnerable situations, the impact of a cyber breach can be devastating.

In this environment, citizen experience isn't just about convenience — it's about continuity, security and the ability to access critical support with dignity.

Roc supports local authorities in delivering modern, inclusive and secure citizen experiences that meet the evolving needs of communities.

We start by strengthening the foundations. Our AI-enabled networking services modernise and future-proof local government networks — reducing downtime and ensuring digital channels remain available and responsive when citizens need them most.

Our HyperAutomation practice drives transformation across customer service and back-office functions. By digitising and automating manual processes, we help reduce response times, cut costs and free up valuable staff time to focus on high-value, human-centred interactions. This not only improves service delivery but helps improve outcomes for citizens.

Security is embedded at every level. Our comprehensive cyber portfolio includes cyber readiness assessments, vulnerability testing, incident response planning and our 24/7 Security Operations Centre (SOC) — ensuring your services are protected from disruption and citizen data remains safe and compliant.

With Roc, local governments can deliver modern, accessible, and resilient citizen services — all while protecting critical data, supporting inclusion and maintaining public trust.



100%

Roc engineers are SC and DV cleared, enabling us to support highly secure environments

Roc Technologies

Securing your digital future

Roc Technologies are uniquely positioned and proven in the market, with the scale, expertise and partnerships to move forward securely and at speed. We are a trusted partner to a diverse client base across sectors including Government, Defence, Professional Services, Retail and Higher Education.

Our people host a wealth of cross-industry experience, advising, monitoring, securing and building resilient digital infrastructures for our customers, as well as safeguarding their valuable assets.

We also understand that every organisation's infrastructure and system requirements are unique, which is why we tailor your solution to your organisation's specific requirements, employing best practice methodologies that deliver measurable, tangible outcomes along the way.

Whether you're expanding, modernising, or transforming how your people work, a resilient, intelligent cloud infrastructure is critical to success. It's not just about keeping the lights on—it's about powering what's next.

Why Roc?

24/7/365 In house MSOC	100% UK coverage	70+ highly trained engineers	100% engineers SC or DV cleared
CYBER ESSENTIALS PLUS accredited	ISO9001 accredited	ISO14001 accredited	ISO27001 accredited



Contact us today to find out how Roc can support your organisation.
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