

Moving Social Security online



Key questions

Where are we now?

What does the future look like?

What should government do in the future?

Where we are now



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Postcode





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Government and major business support worth £1,500 available for every start up business



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Do it online

- VAT Online
- Companies House WebCheck
- Companies House WebFiling
- Regulation, licences and compliance
- [View all services](#)

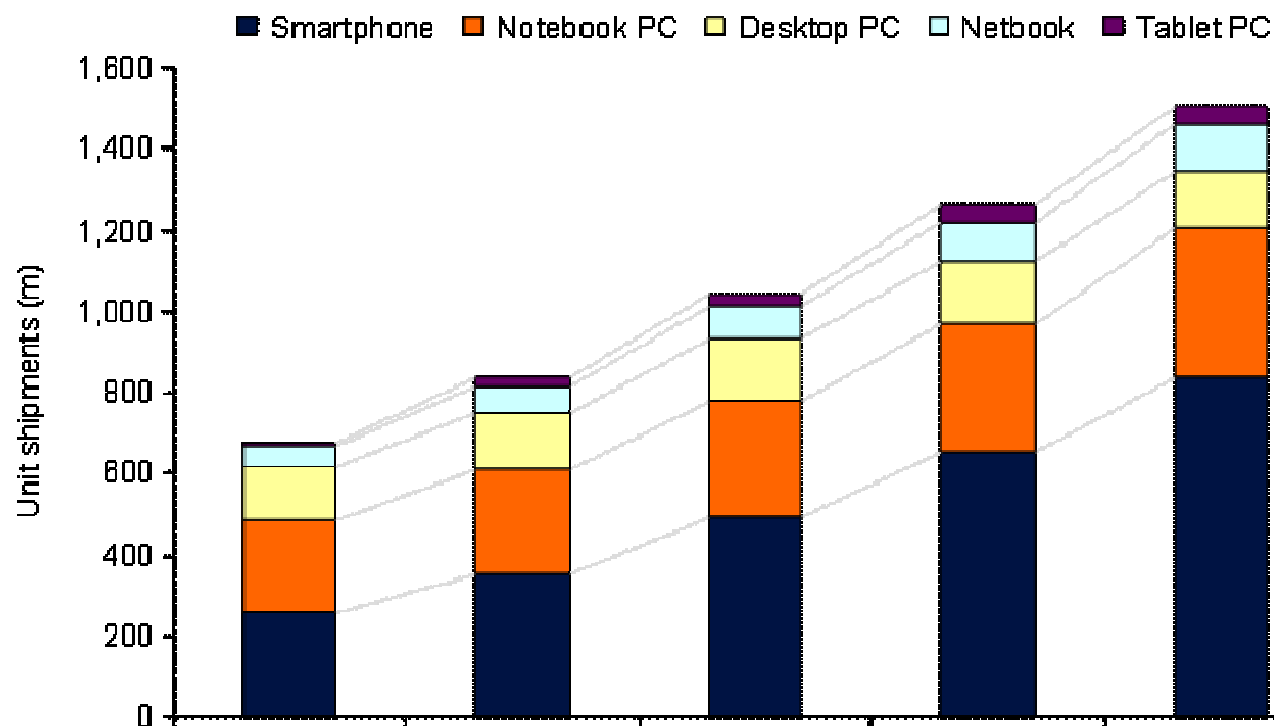
Directories

- Events
- Case studies
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What does the future look like?

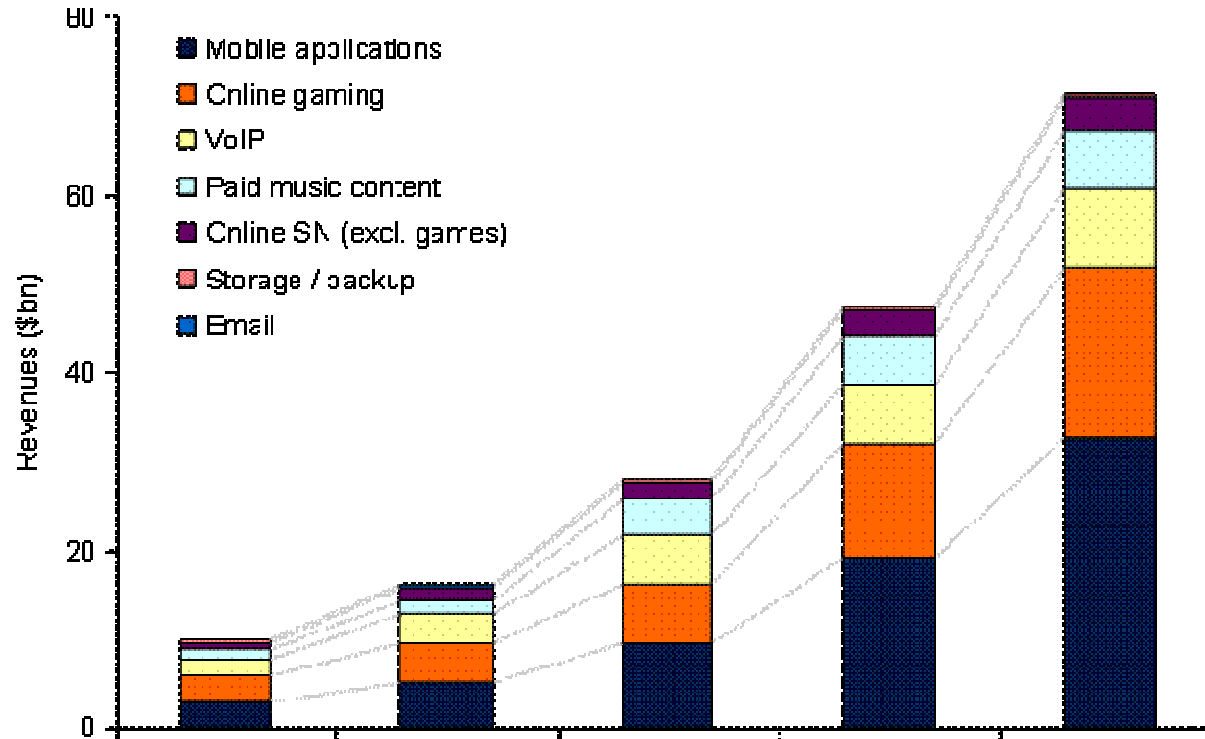
Graphs by Business Intelligence

Access device shipments (units, m), 2010-18



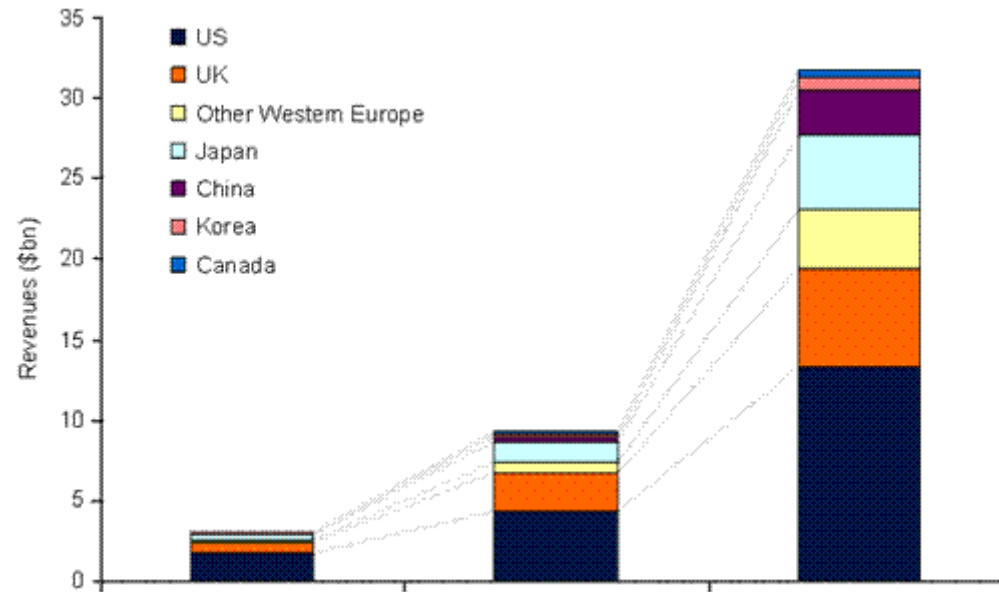
Shipments (m)	2010	2012	2014	2016	2018	CAGR
Smartphone	255	350	490	650	840	16.0%
Notebook PC	230	260	290	320	365	5.9%
Desktop PC	130	140	150	150	135	0.5%
Netbook	51	66	83	102	122	11.5%
Tablet PC	7	22	30	39	46	26.5%

Consumer cloud services revenues by market category (\$bn), 2010-18



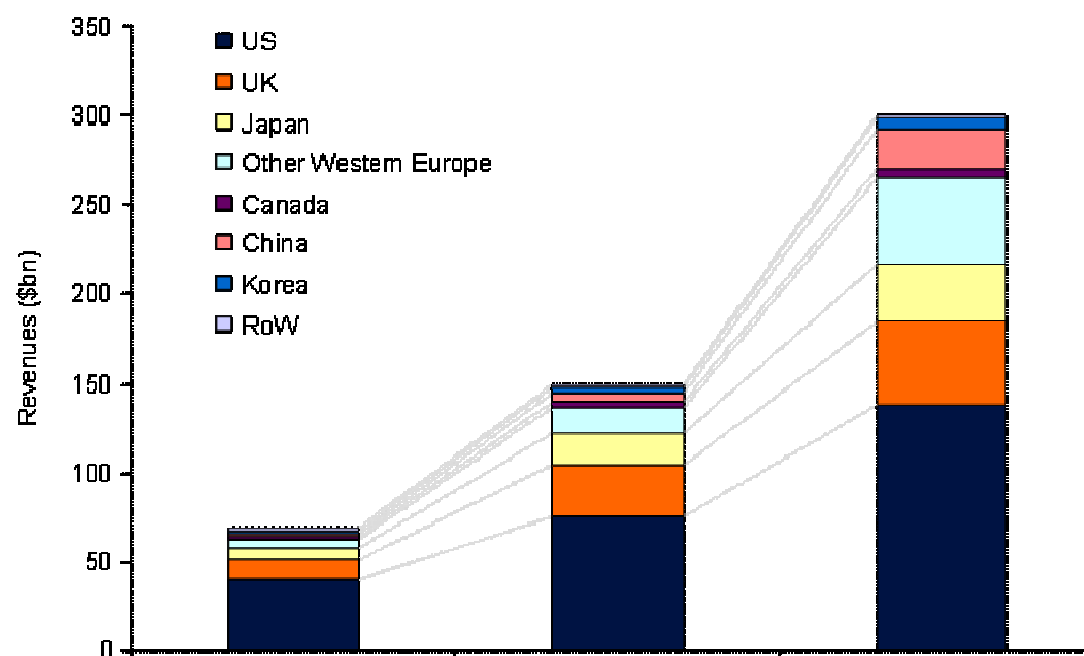
Revenues (\$bn)	2010	2012	2014	2016	2018	CAGR
Mobile applications	3.10	5.20	9.50	19.20	32.50	29.8%
Online gaming	2.62	4.24	6.76	12.90	19.41	24.9%
VoIP	2.06	3.26	5.43	6.58	8.71	17.4%
Paid music content	0.99	1.70	3.98	5.51	6.57	23.4%
Online SN (excl. games)	0.94	1.38	1.88	2.65	3.47	15.6%
Storage / backup	0.11	0.18	0.28	0.40	0.54	19.3%
Email	0.10	0.12	0.13	0.15	0.17	6.1%
Total	9.90	16.10	28.00	47.40	71.40	24.5%

Consumer cloud mobile application revenues by major geographical market (\$bn), 2010-18



Revenues (\$bn)	2010	2014	2018	CAGR
US	1.79	4.40	13.28	32.2%
UK	0.62	2.28	6.19	29.2%
Other Western Europe	0.21	0.78	3.64	37.1%
Japan	0.27	1.23	4.63	37.0%
China	0.03	0.27	2.70	64.9%
Korea	0.11	0.26	0.81	24.8%
Canada	0.06	0.17	0.51	26.8%

Total cloud services revenues by major geographical market (\$bn), 2010-2018



Revenues (\$bn)0	2010	2014	2018	CAGR
US	39.9	74.7	138.3	14.8%
UK	11.3	28.9	46.3	17.0%
Japan	7.1	17.9	32.6	18.4%
Western Europe	5.0	15.2	47.7	28.5%
Canada	1.4	2.8	5.2	15.8%
China	1.3	5.1	22.3	37.7%
Korea	2.1	3.7	6.7	13.6%
RoW	0.3	0.6	2.0	23.8%
Total	68.3	148.8	301.0	17.9%

Conclusions from future trends

- People in the UK will be using a lot of online and cloud services.
- There will be many more devices which will be ever cheaper.
- User experiences are becoming shorter, faster and less verbose.

What should government do?



- Fix identity management;
- Deliver services in a way that people will be consuming them – build a government app platforms;
- Build concise services that help people overcome problems (rather than navigate them).