

End to End Digital Transformation for... Food Safety Inspections & Regulatory Services

Abavus Webinar 19.09.2018



Introduction and welcome

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Agenda

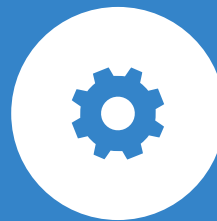
- Introduction & recent background
- Overview of platform structure
- Demo of Digital Inspection Process
- Additional features of the Compliance Module
- Questions & Answer

Challenges to Regulatory Services



Resource intensive

Requires trained staff and often involves complex legislation



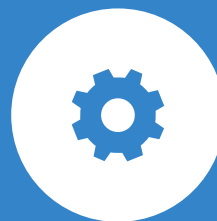
Lacking automation

Tend to be a more traditional approach in these service areas



Keeping customers satisfied

Customers expect immediate response and feedback



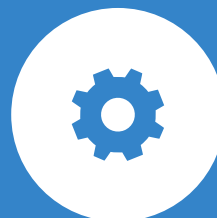
Maintain services on less resource

A requirement to maintain regulatory services with less resources



Challenges to innovation

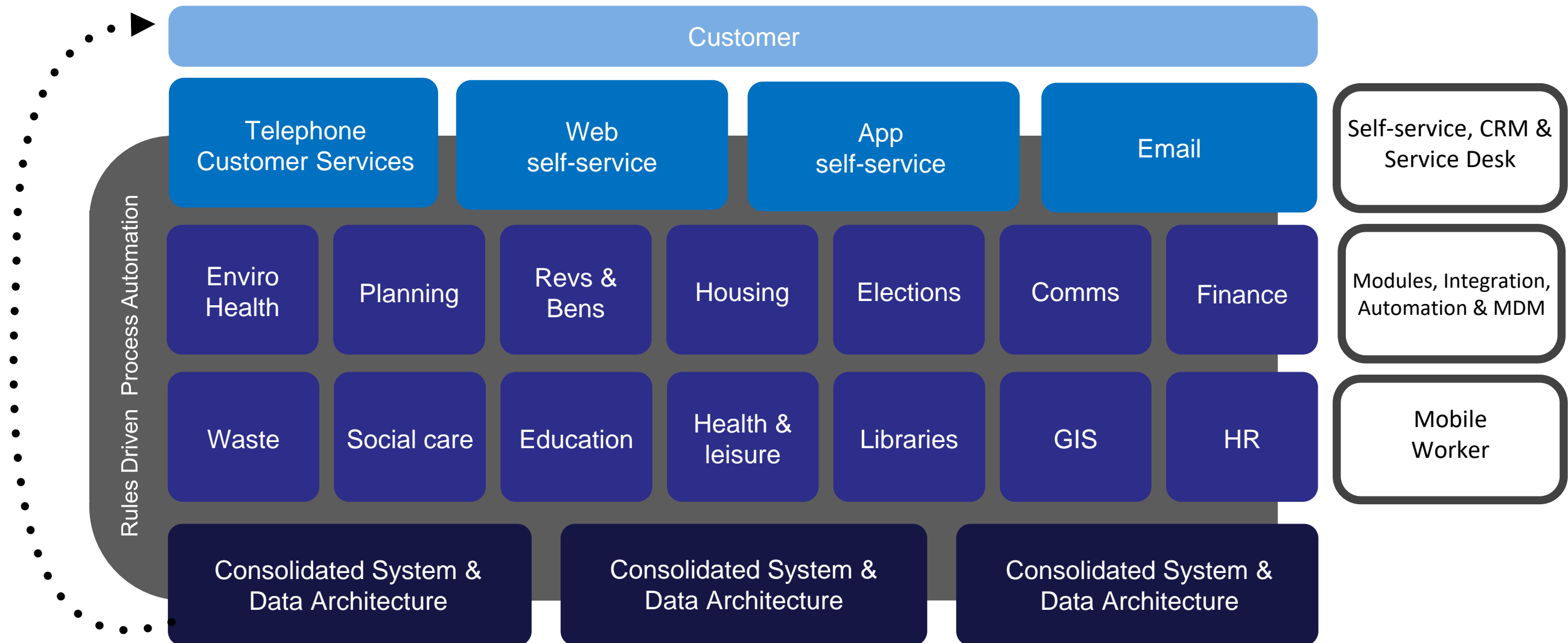
Budgetary constraint leads to a short term approach to regulatory management



Analytics & analysis

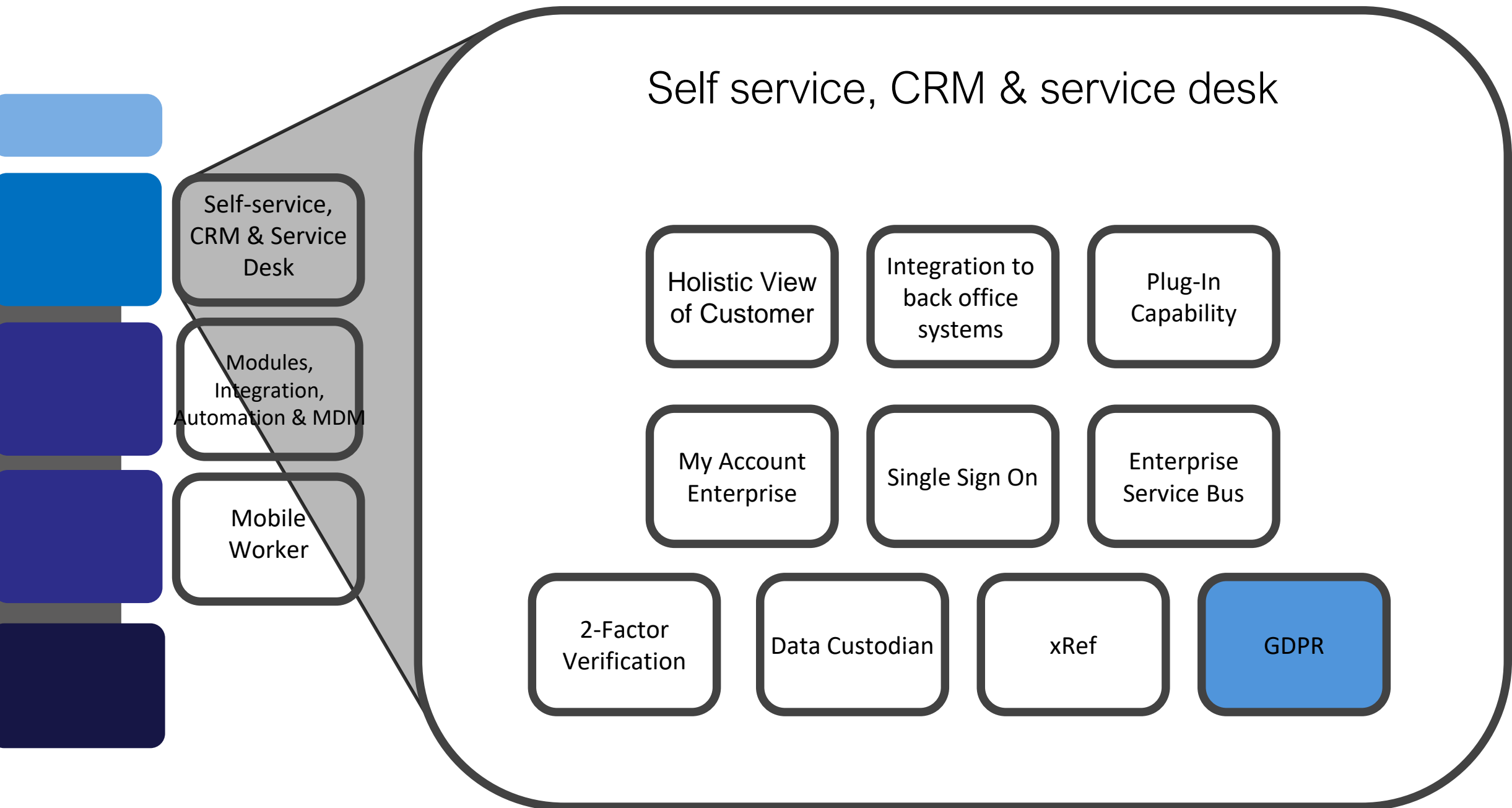
Ability to report on and analyse data as part of an integrated platform

My Council Services & Contemporary Local Government Structure



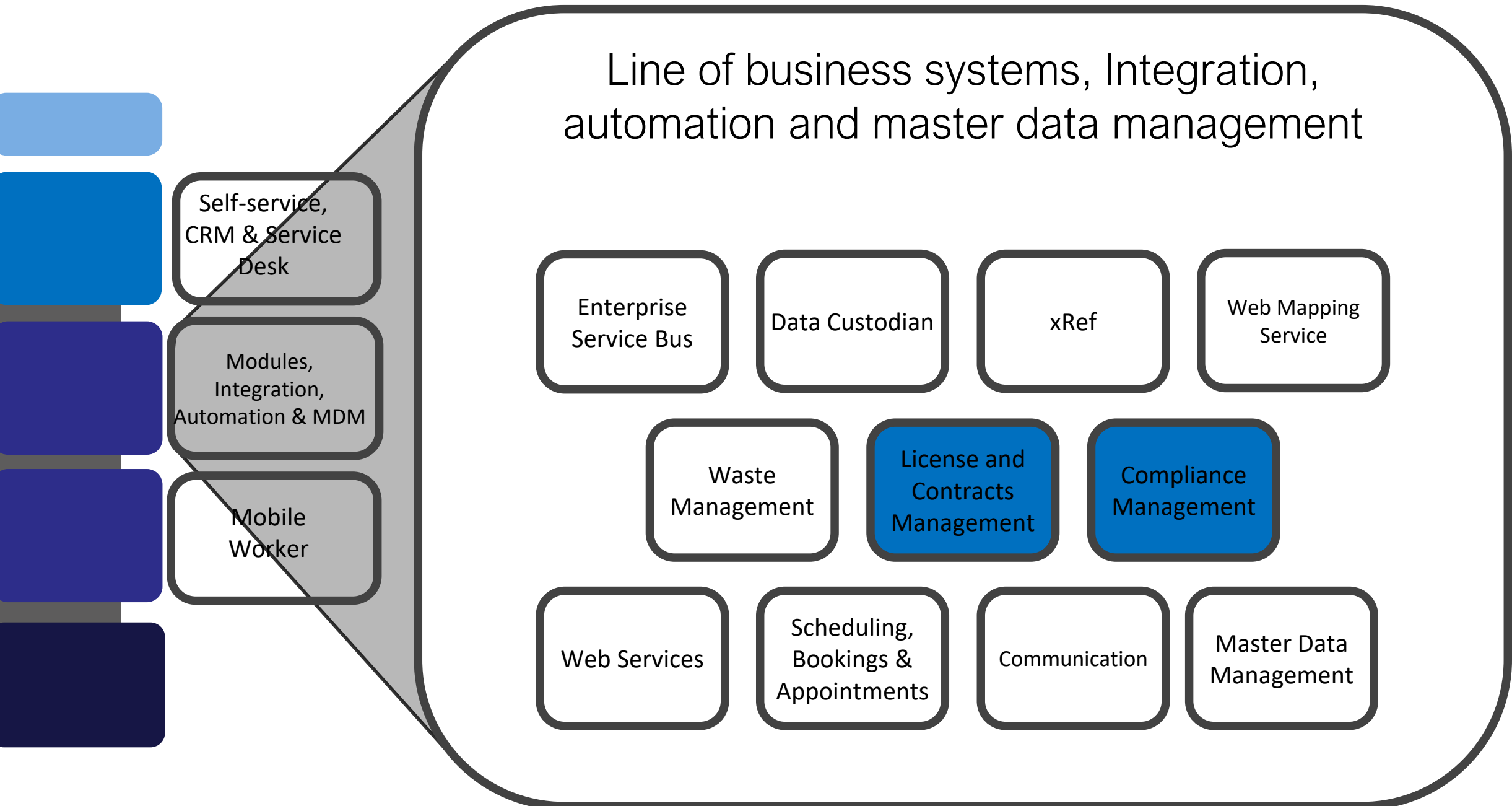
Extended Process Automation

Self service, CRM & service desk



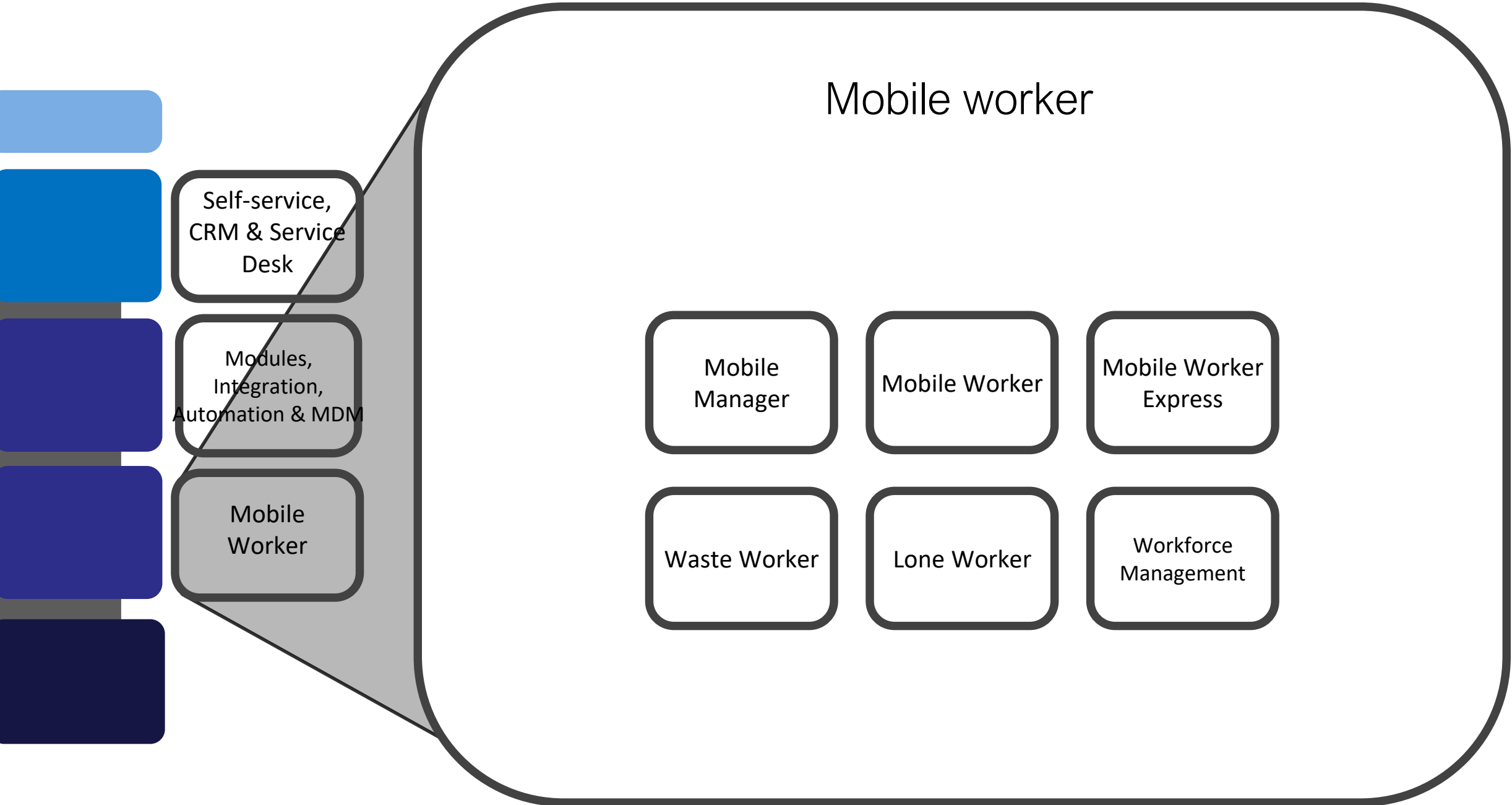
Extended Process Automation

Line of business systems, Integration, automation and master data management



Extended Process Automation

Mobile working



Our response to waste management transformation



Self service

Every service should be online with a focus to allow the customer to complete the end to end process themselves



Automation

Create rules that manage workflow and outcomes



Cost effective

Reducing the financial burden on authorities to release resources into other depleted areas



Scalable

A module for every service area all on one platform



1,000,000+

Over 1 million users successfully use My Council Services to enable self service, automation & digital transformation way.

An end-to-end digital
process for all regulatory
services

Environmental Health



HEALTH AND
SAFETY AT WORK

Vehicle inspections, asset
inspections...



FOOD SAFETY
AND STANDARDS

End to end digital process
for food safety inspections

The process flow

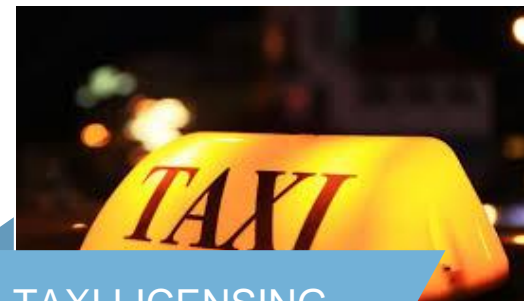
Autogenerated tasks and end to end digital processes

Licensing Services



LICENSING OF PREMISES

Enable digital application for a premises licence



TAXI LICENSING

For business collection of waste. They can subscribe to collections for a year, and cancel when not required.

The process flow

Enable end to end application and process management for all licensing activities, including renewal and payment

Custom Forms, Risk Profiles & Scores

Service request and Case

- Forms builder**
Add or edit your categories, questions and answers
- Forms designer**
Design your forms, questions
- Rules**
Add or edit rules, that create the different attributes on a Case and Task
- Status**
Add or edit Service request
- Transitions**
View or update status transitions
- Priority**
Add or edit Service request

① Design process forms in GUI Form Designer

② Configure risk profile for any compliance or score based process

Risk

- Set**
Define and manage risk sets
- Impact**
Define and manage risk impacts
- Probability**
Define and manage risk probabilities
- Band**
Define and manage risk bands

③ Match risk / compliance profile to form question

Food & building Inspections * **Category** Food Inspection * **Enabled** ☒ Yes ☐ No

Non-Standardised risk score * **Highest type** Minimum score

	Question
A (100)	Food type / handling method
	Method of processing
	Vulnerable groups
	Current compliance structural
	Risk of contamination
B (100)	Consumers at risk
	Current compliance hygiene
	Confidence in control systems

Risk score **Refresh**

A

(117)

1 (15)

FOOD HYGIENE RATING

0 1 2 3 4 5

VERY GOOD

④ Configure & load process output formats

Demonstration

Further features

Communications

Remind customers of an appointment

Or

Automated follow up after an inspection



SMS

You can send SMS' to customers from the communications module, with merged fields from the customers profile or service request.



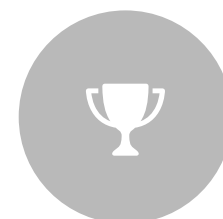
Email

You can send tailored email notifications to customers as part of scheduled activity or for one off events.



Push

If a customer has downloaded the app then you can send messages via the Push notification method.



Call

The platform has fully integrated telephony capability meaning you can schedule automated calls from a voice recording or text-to-speech.

Integration out of the box

Our platform allows Local Authorities to place the governance and configuration of the waste process in the hands of 'process experts'.

The image displays three overlapping screenshots of a web application interface, illustrating the 'Integration out of the box' capabilities.

Top Left Screenshot: Shows three configuration options:

- Payment integration:** Define your payment gateway to take card payments during form creation.
- Web service reference:** Use Web Service References to access a Web service across the network.
- Map overlay:** Define map overlay, manage visibility and min/max zoom level for each layer.

Top Right Screenshot: Displays a table of web service references:

	Type	Name	URL	Enabled
	REST	Collection day	http://dynamic.maldstone.gov.uk/getcollectiondays/Service1.asmx/getCollectionDays	Yes
	REST	Sum	https://idbdemo.itouchvision.com/portal/itouchvision/ITVMyCouncilServicesWS/doSum?input1=2&Input=10	Yes
	REST	GMap	http://maps.google.com/maps/api/geocode/xml	Yes
	Based on WSDL	sdsd	sdwsd	Yes

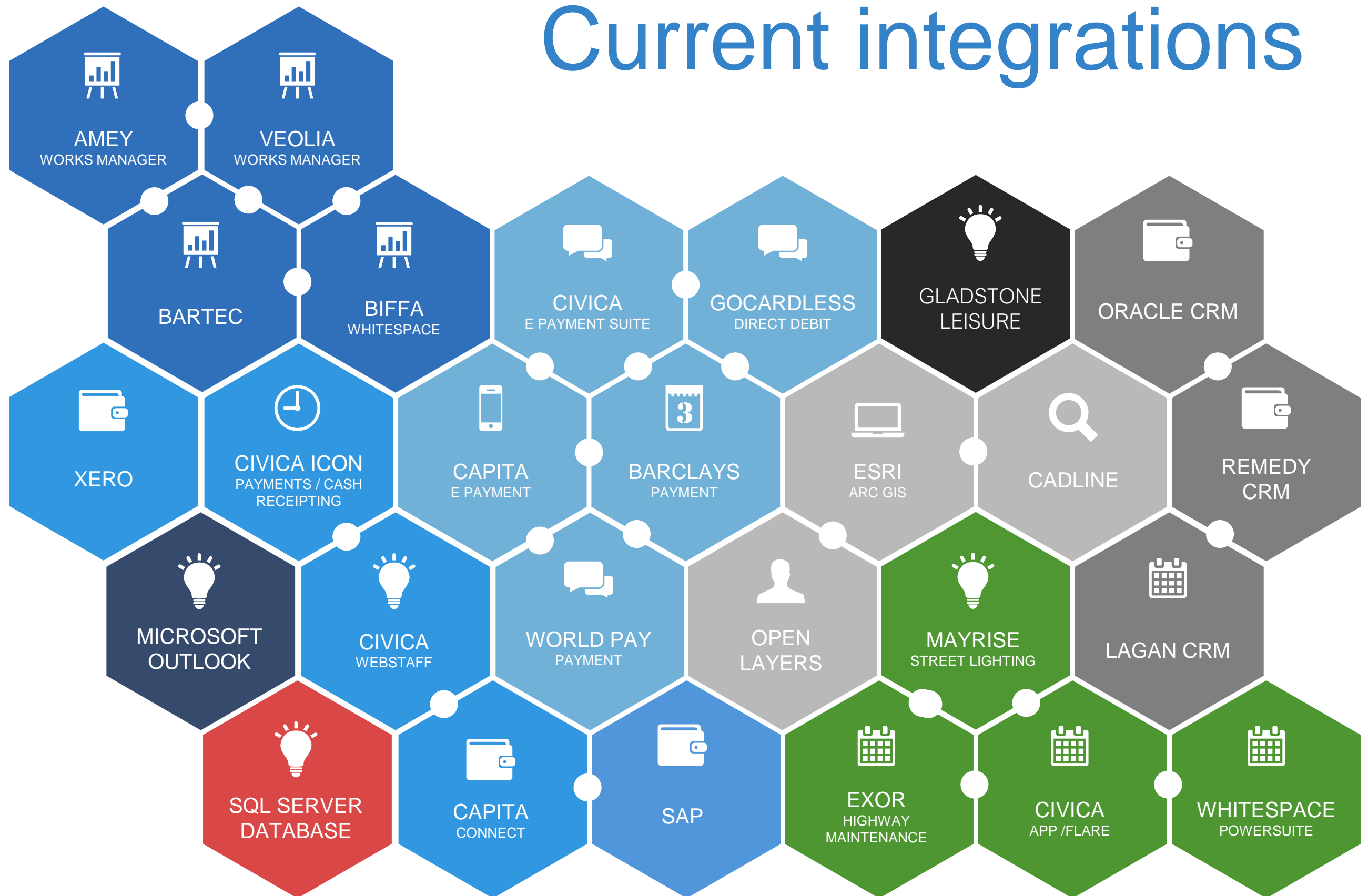
Bottom Screenshot: Displays a table of payment gateways:

Payment gateways				+
Edit	Payment gateway	Description	Enabled	
	CAPITA SOFTWARE SERVICES	Capita Payment Gateway	Yes	
	CIVICA	CIVICA Payment Gateway	Yes	
	worldpay	WorldPay Payment Gateway	Yes	

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Payment integrations and web service references, once created, are available for re-use as 'plug-in' components

Current integrations



Council systems



Health systems



Payment gateways



Finance systems



Waste management



Mail and calendar systems



HR systems



CRM systems



GIS systems

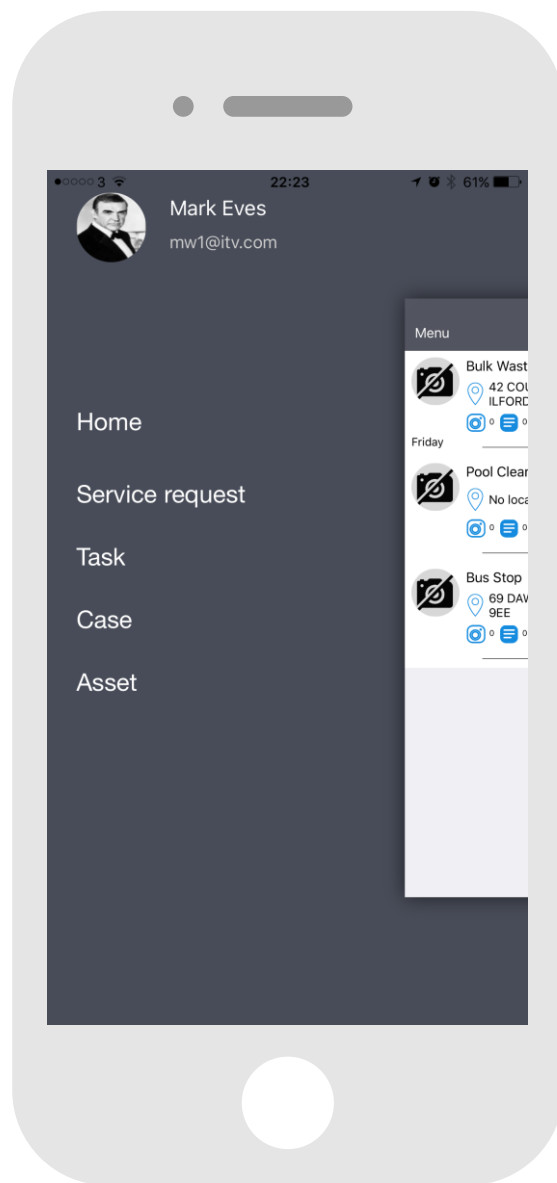


Custom system

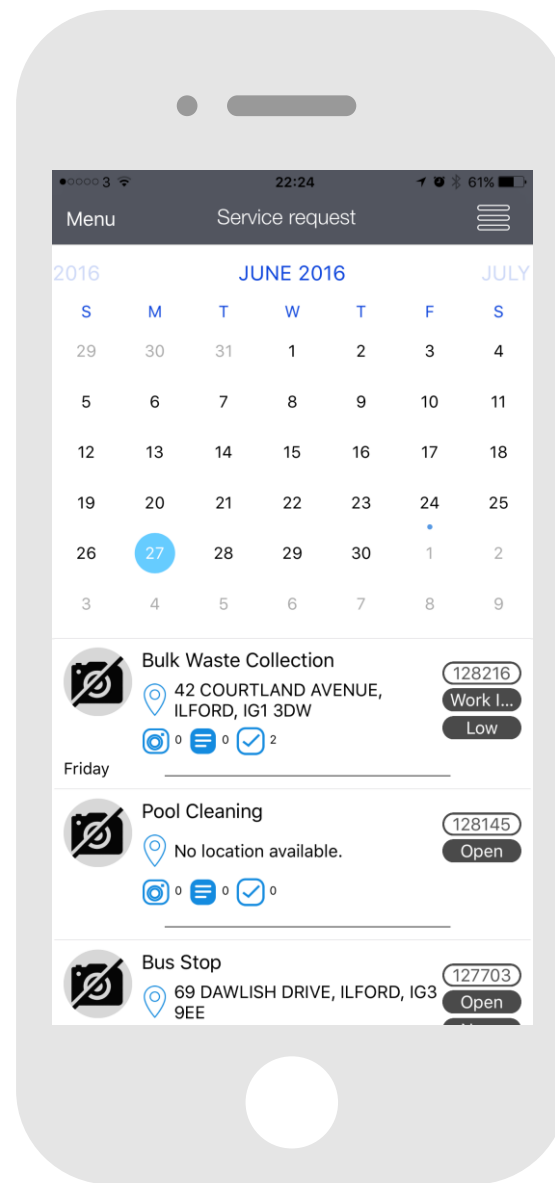
Mobile working for Regulatory Services

Mobile worker

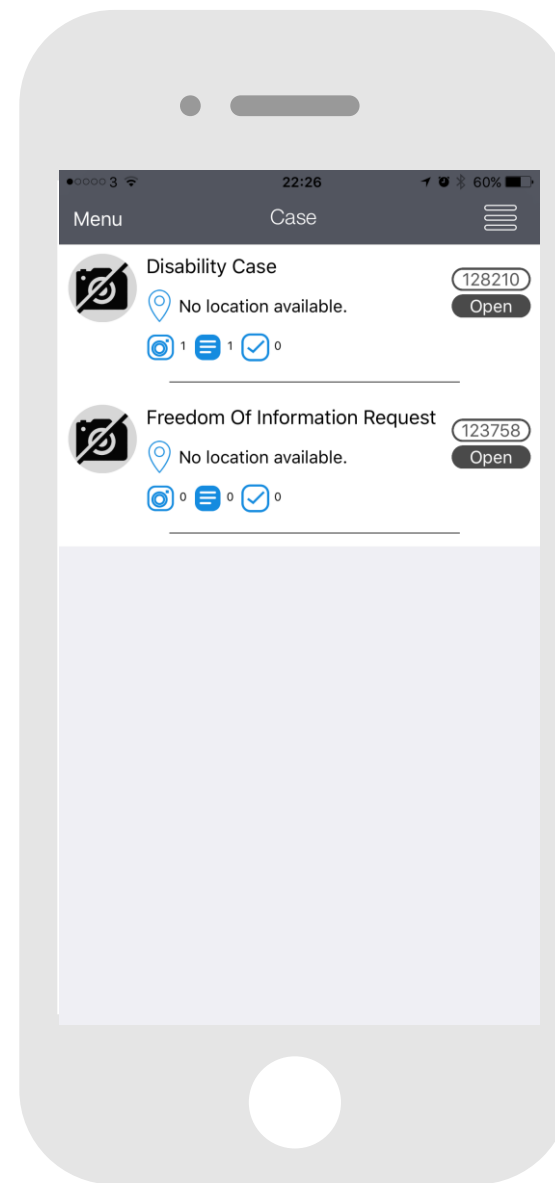
Mobile worker provides each worker with full access to the back office platform. There is no requirement to come into the office pickup work orders.



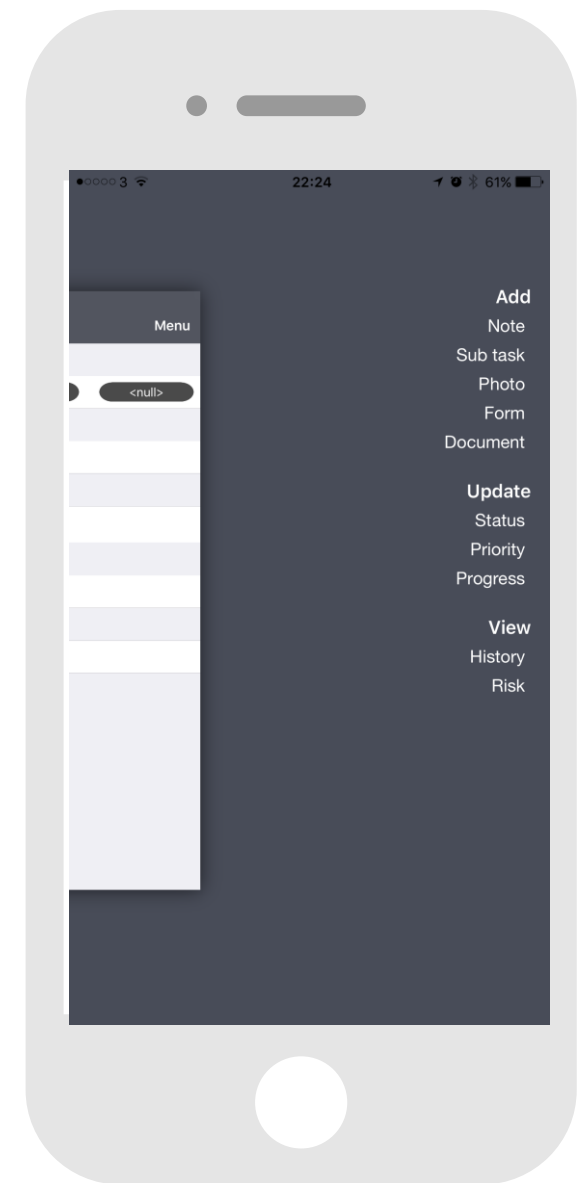
Access



Calendar



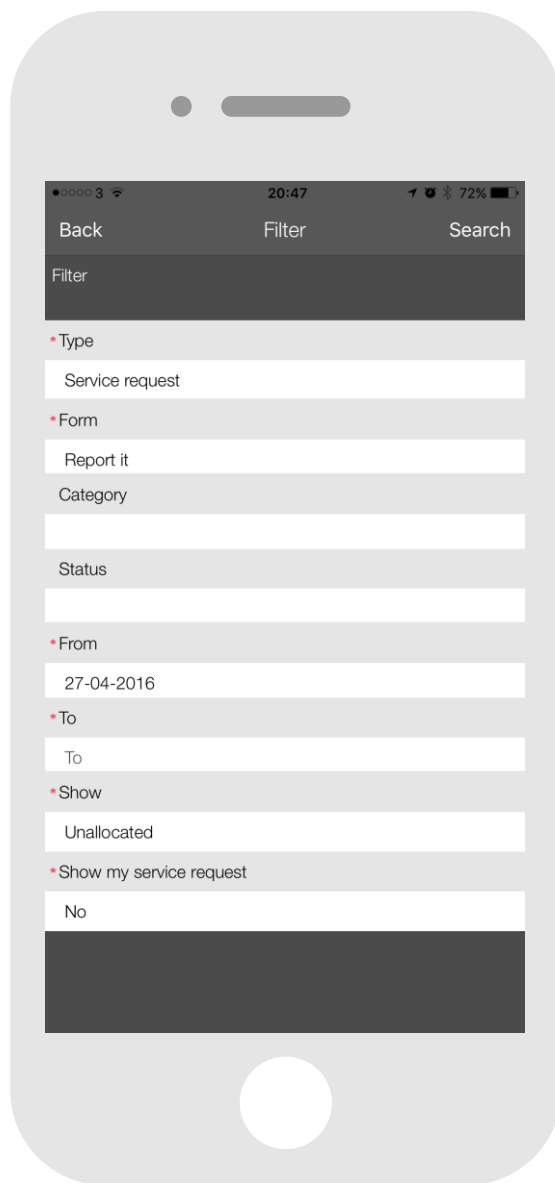
Cases



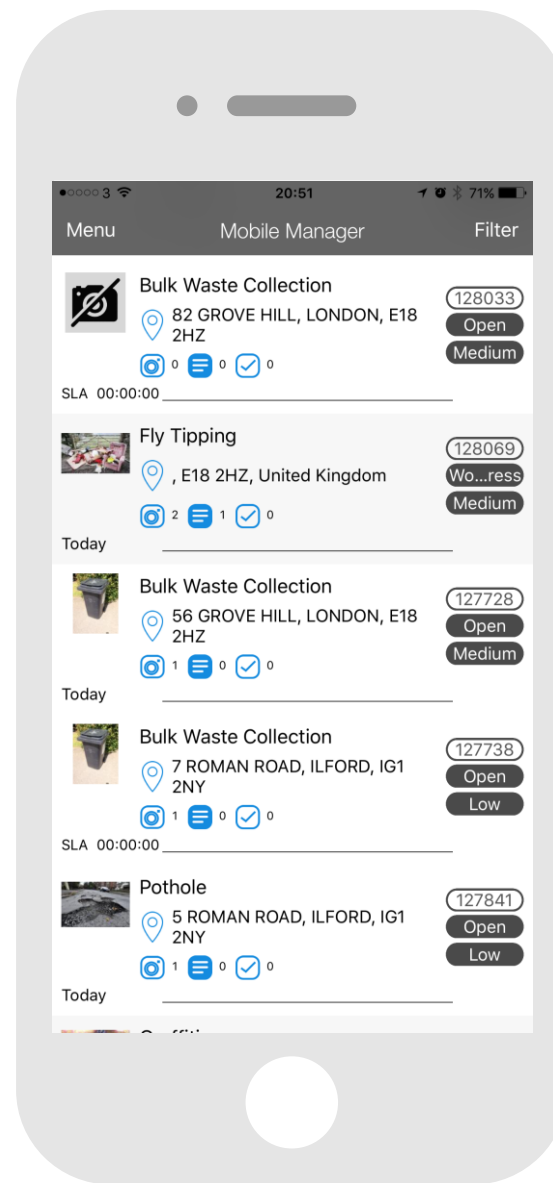
Options

Mobile manager

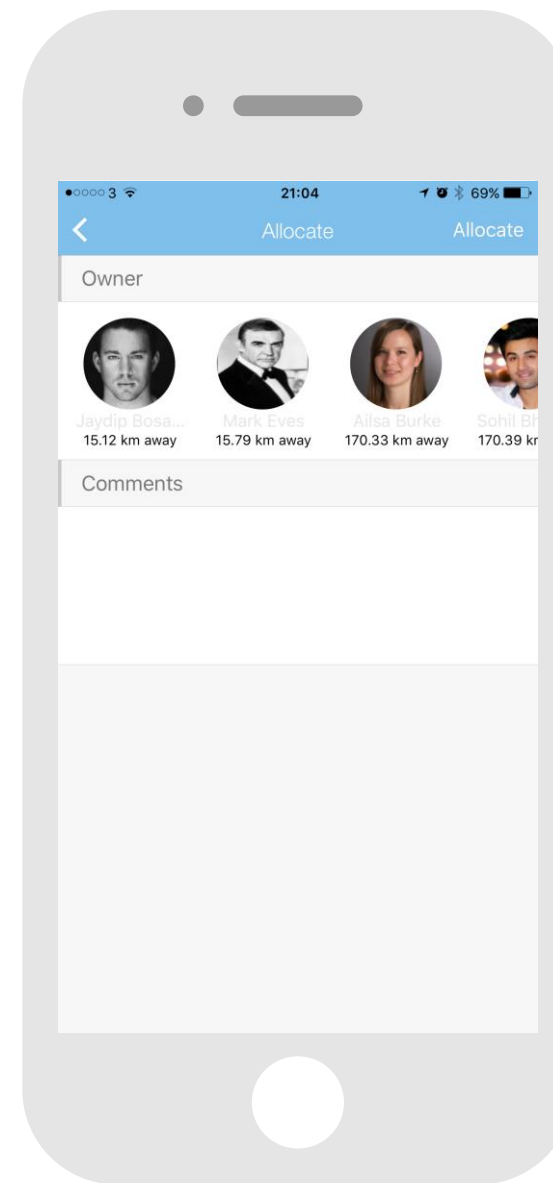
Mobile manager provides a full mobile CRM capability to manage all your teams tasks and service requests



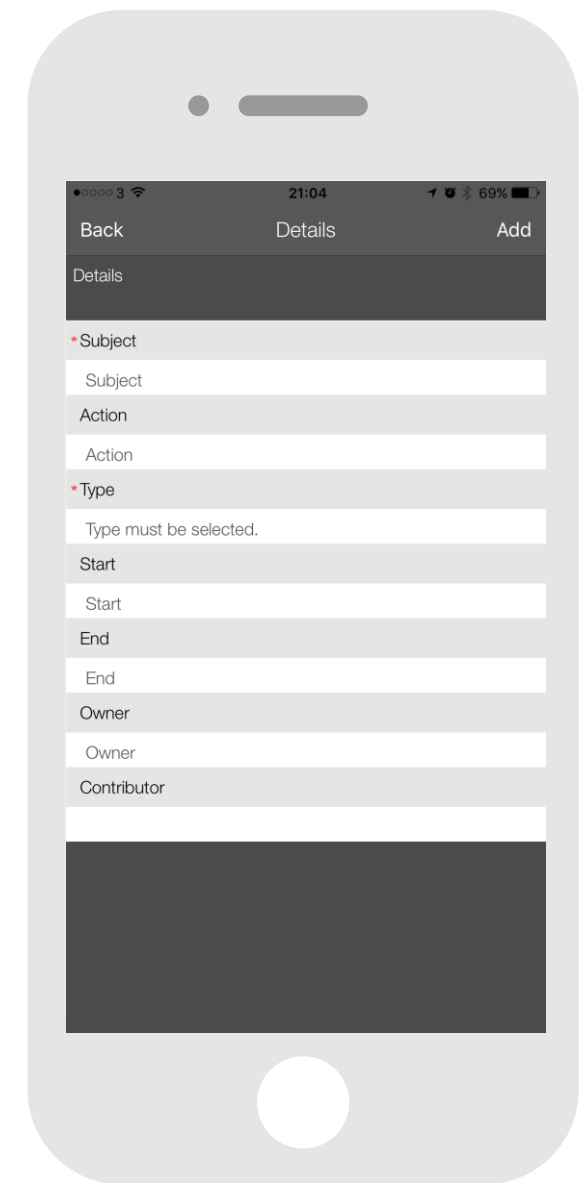
Find



List



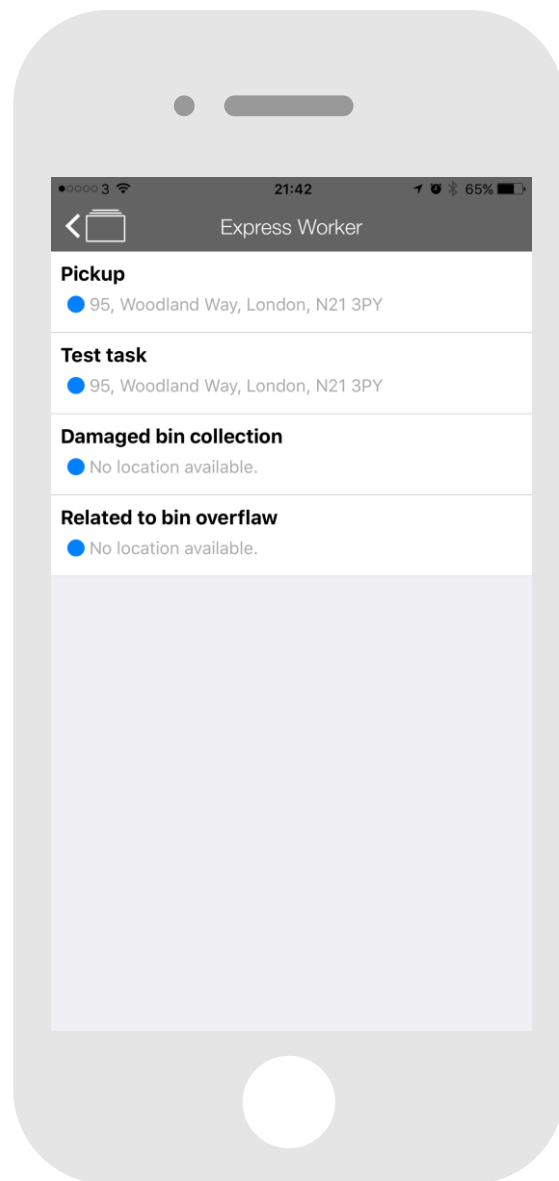
Allocate



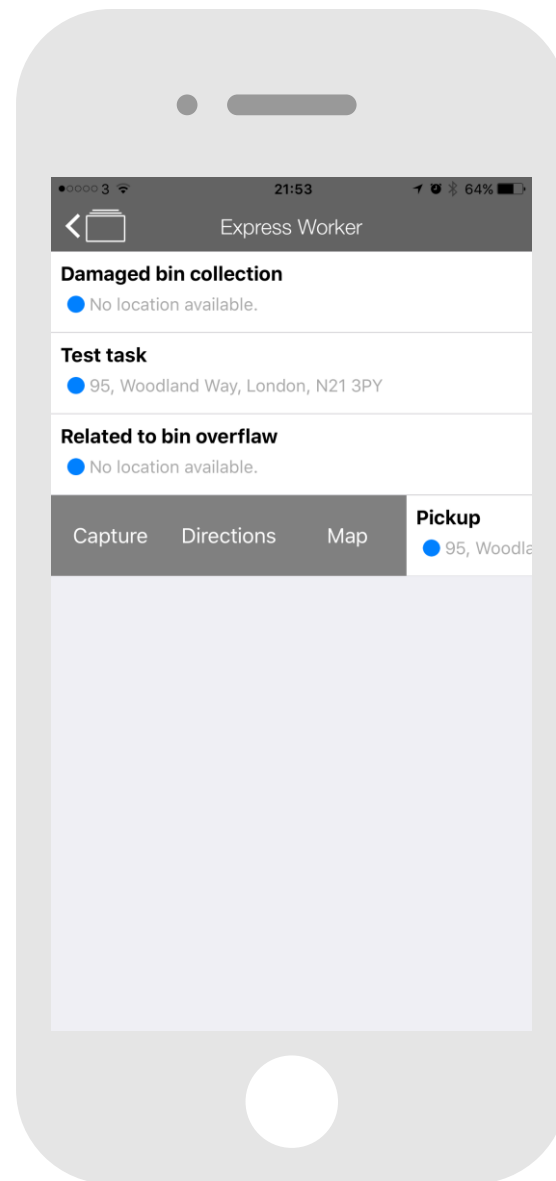
Tasks

Express worker

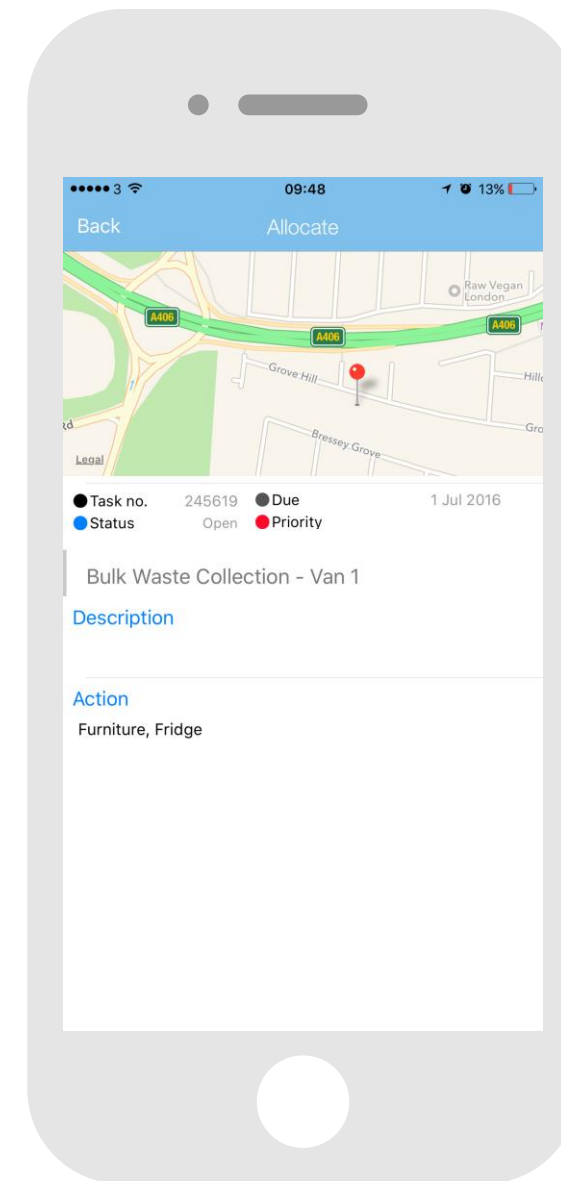
Quickly swipe to close, complete form, or to add a photo



Manage



Capture



Details

Realtime navigation & route optimisations

Automatically assign tasks to people based on strict criteria.

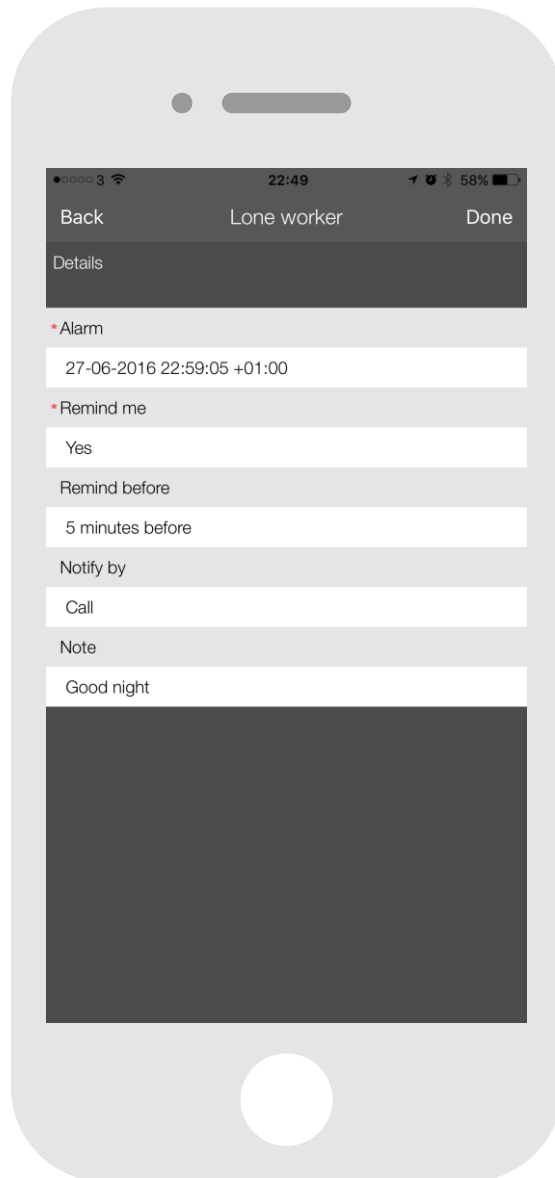
- Cheapest fuel - Fill up for the best price with real-time information about fuel prices.
- Real-time traffic - Traffic service, powered by TomTom Traffic with data collected from millions of drivers. Extremely accurate traffic information with faster route suggestions enables you to avoid every traffic jam.
- Commercial routing & route optimisation - multi-vehicle and multi-stop optimisation with various restrictions, vehicle attributes, such as vehicle type, availability, capacity, cost per km, cost per hour, maximum driving and working times, task attributes, e.g. compatible vehicles, volume, priority, pickup, and delivery service times and time windows.

Complex result-set, e.g. vehicles used, tasks and capacity served, total costs, working time, distance, and time driven, individual routes with details.

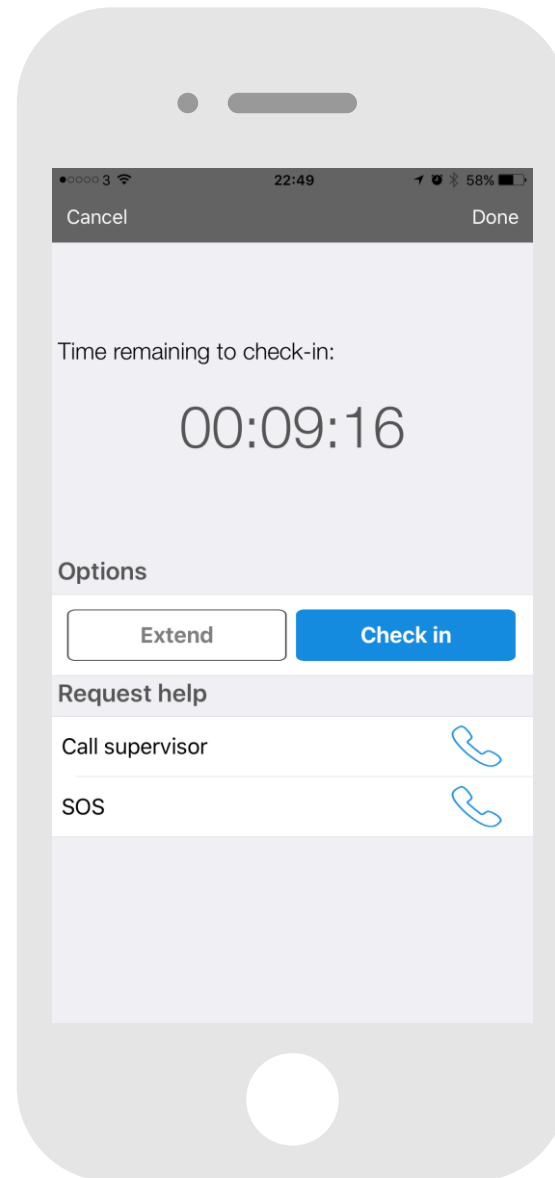


Lone worker

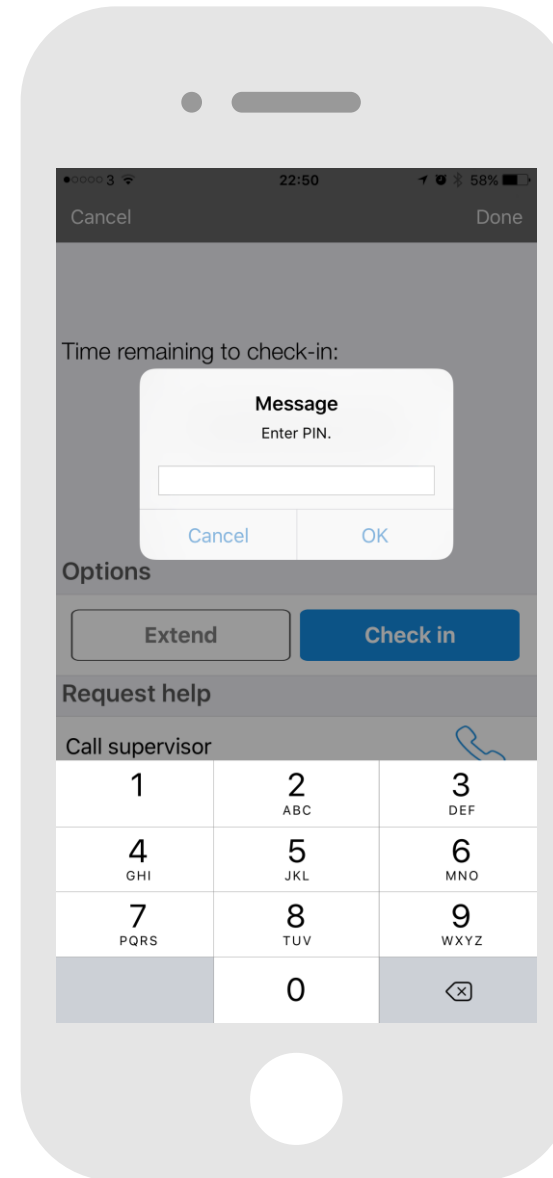
Integrated lone worker for all your workforce



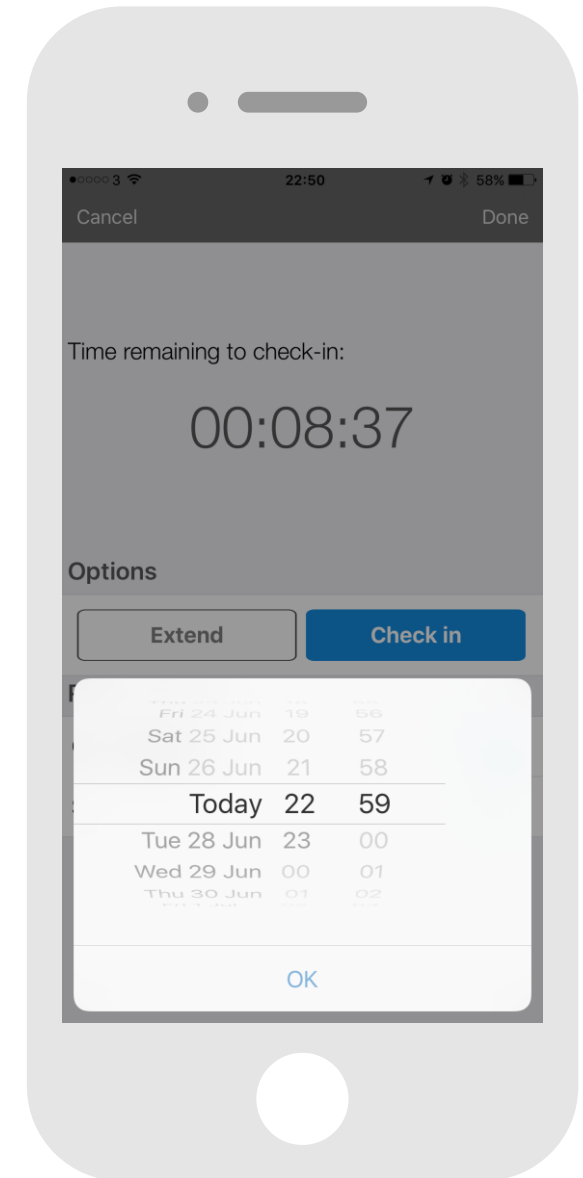
Set Check-in



Timer



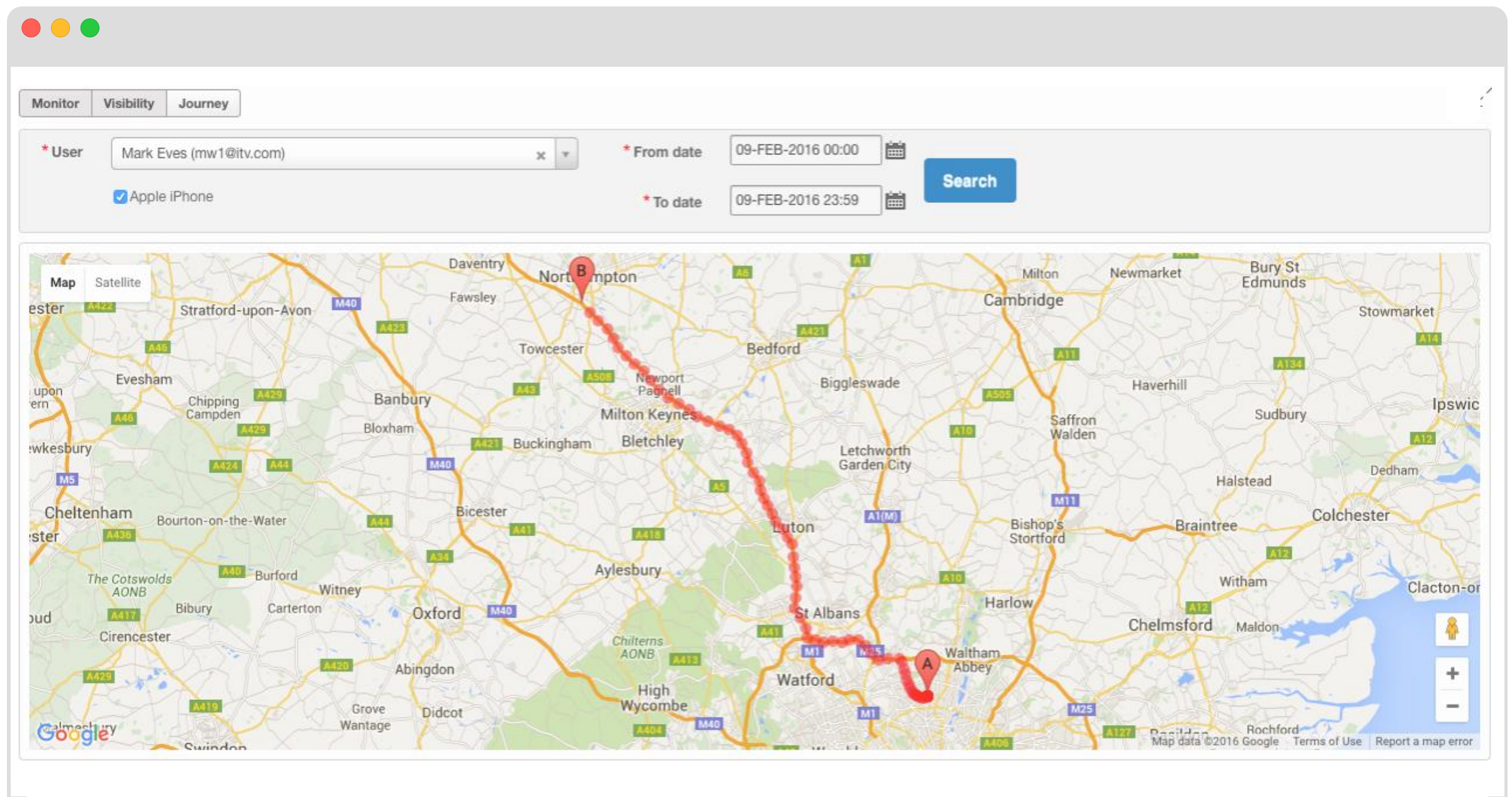
Check-In



Extend time

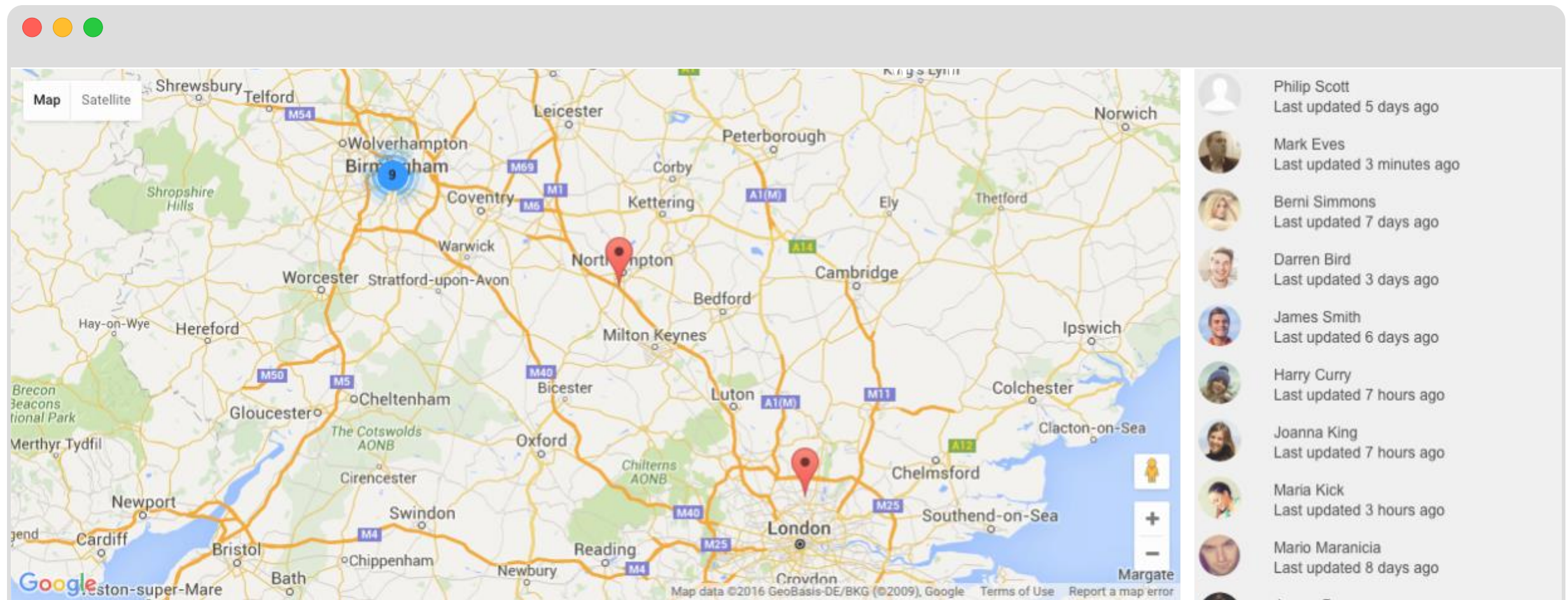
Workforce Management

View your daily staff journeys



Workforce Management

Track all your workforce and view their current locations



Summary, final thoughts and close

Berni Simmons

Sales & Marketing Director

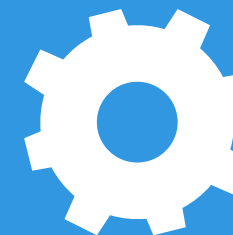


Affordability

The most functionally rich enterprise platform available in the UK today with a low cost of ownership.

Flexibility

An enterprise platform where you only pay for functionality that you want.



Scalability

Rapid development cycles continually enhancing the platform to ensure that changing customer needs can be accommodated.

Support

Dedicated UK telephone support with exclusive tailored issue to resolution service.

