

Welcome to the My Council Services Webinar

We will begin at 1030

Enable Mobile Working and Automate Internal Processes - My Council Services Mobile Worker Modules

Webinar

13th August 2019

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Abavus Ltd.

www.abavus.co.uk

Frequently Asked Questions

- Is this session being recorded?
 - Yes
- Can I get a copy of the slides? Can I see the case study you reference?
 - Yes, we'll email a PDF copy to you after the session has ended.
- Can we arrange a re-run for colleagues?
 - Yes, just ask us.
- How can I ask questions?
 - Please mute your line to reduce background noise (press *0 to mute your line)
 - Please use the chat facility in GTM – Direct questions to **Rachel Clinton** or Everyone (if we run out of time we will follow up with you afterwards)

Agenda

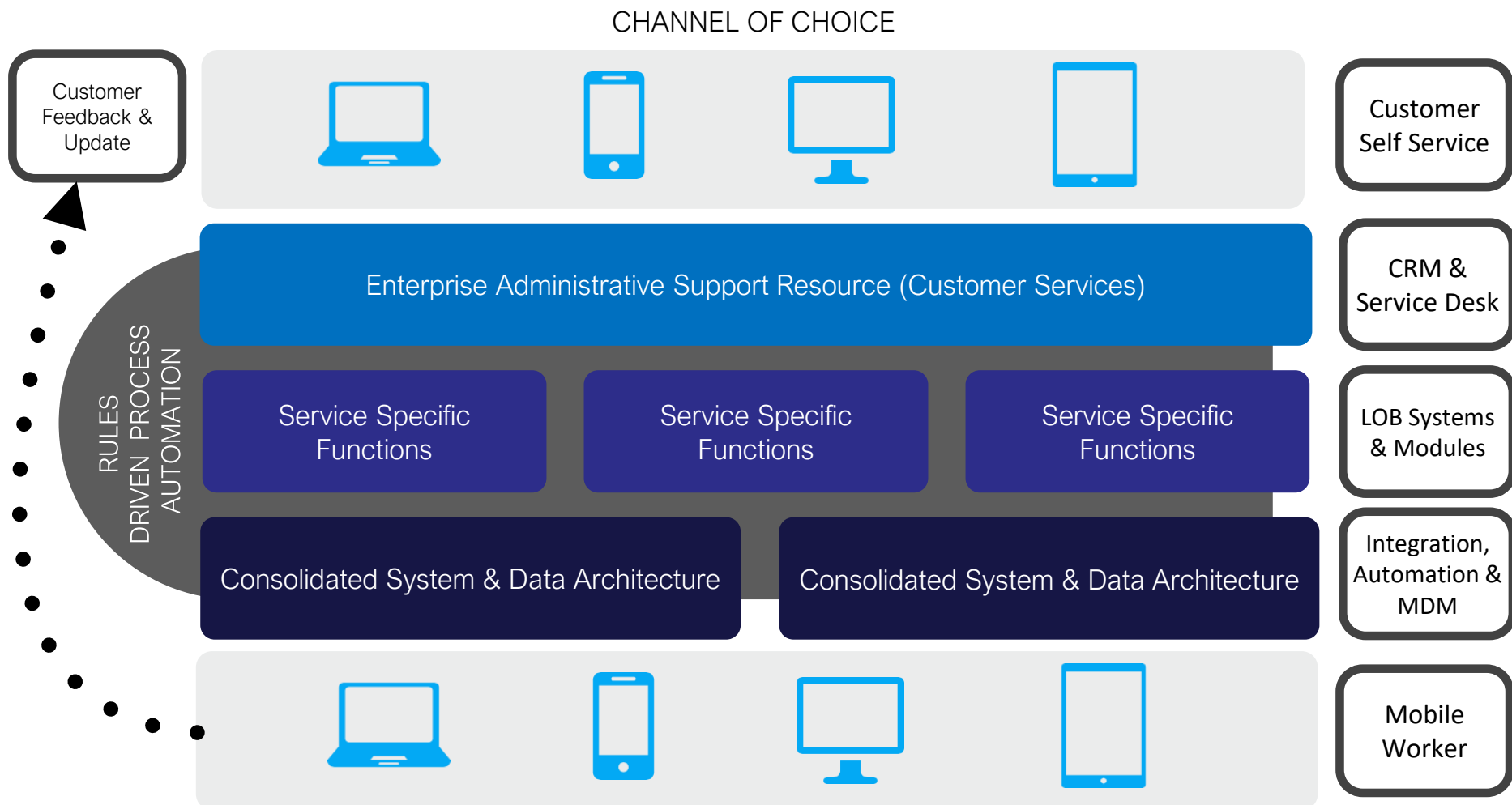
- Background to the current challenge in Local Government
- Introduction & background to My Council Services
- Local Authorities already using the platform
- Demonstration
- Question & Answer

Contemporary Challenges to Public Service Delivery

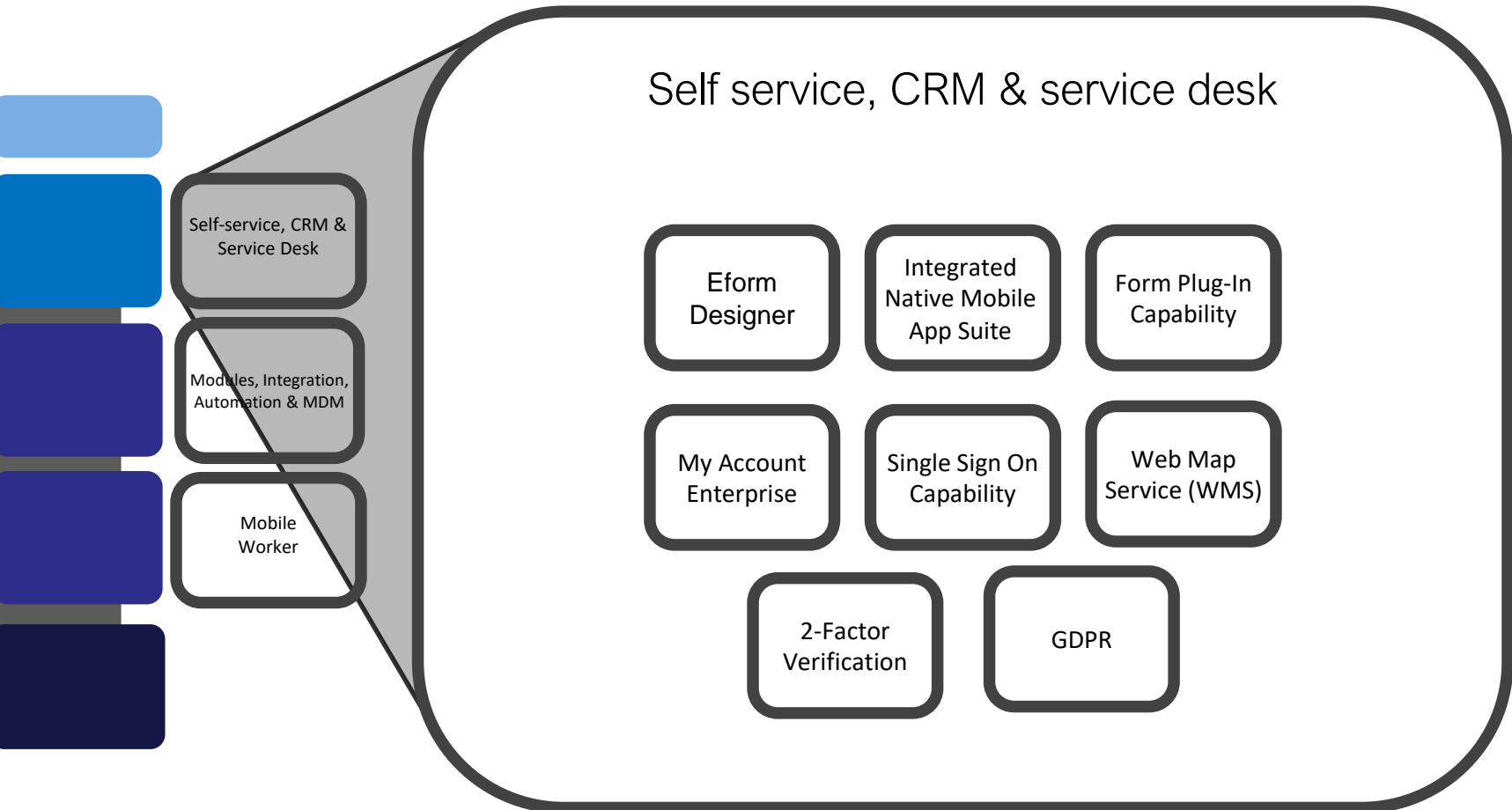
...still...

- Shrinking budgets (cashable savings)
- Reducing resources (people & assets)
- Shifting customer expectations
 - Immediate responses
 - Expectations of quality & choice
- New unmediated & unstructured channels
 - Self service channels
 - Diverse range of social media platforms

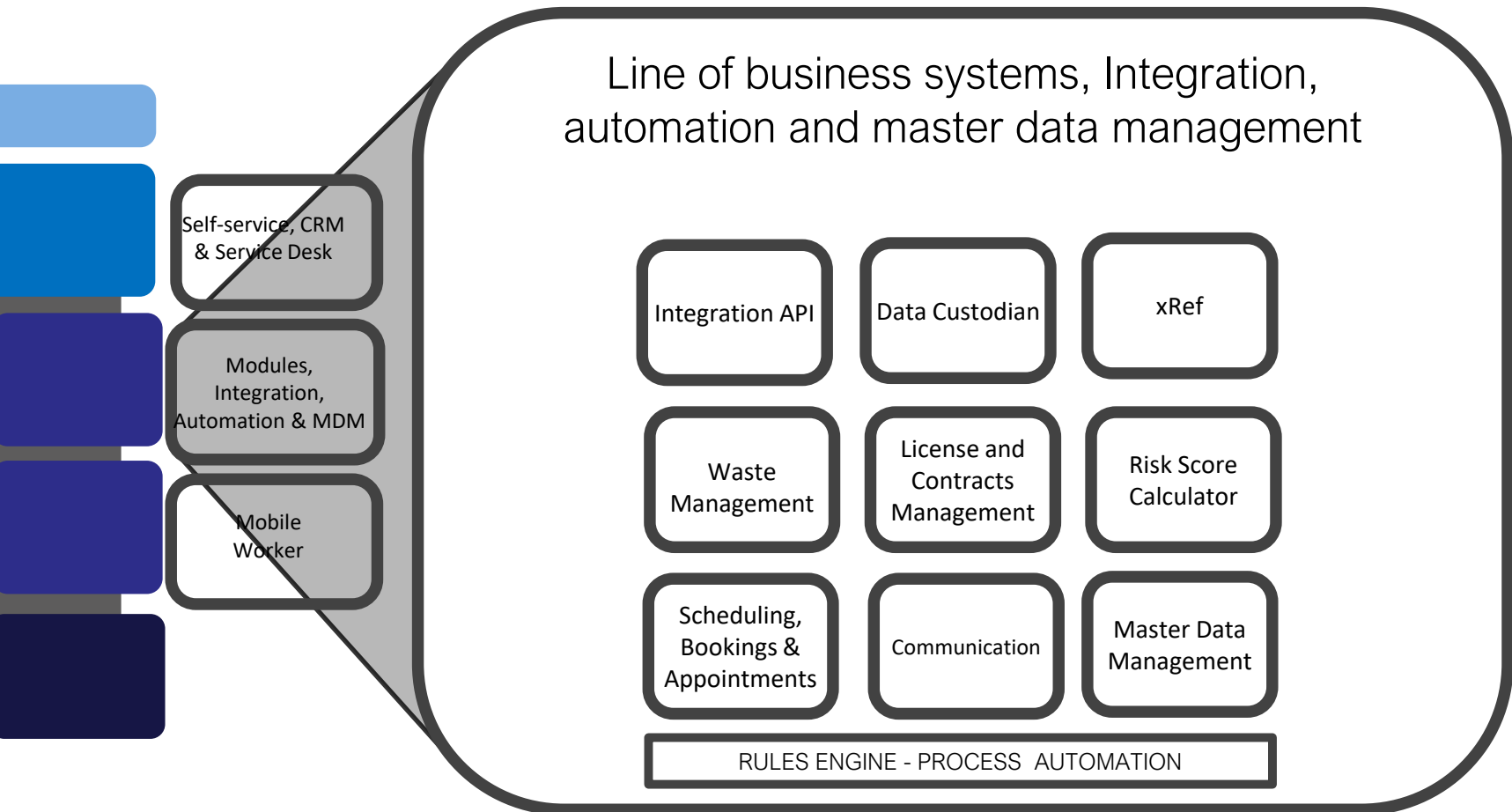
How does My Council Services fit with the Local Authority operational model?



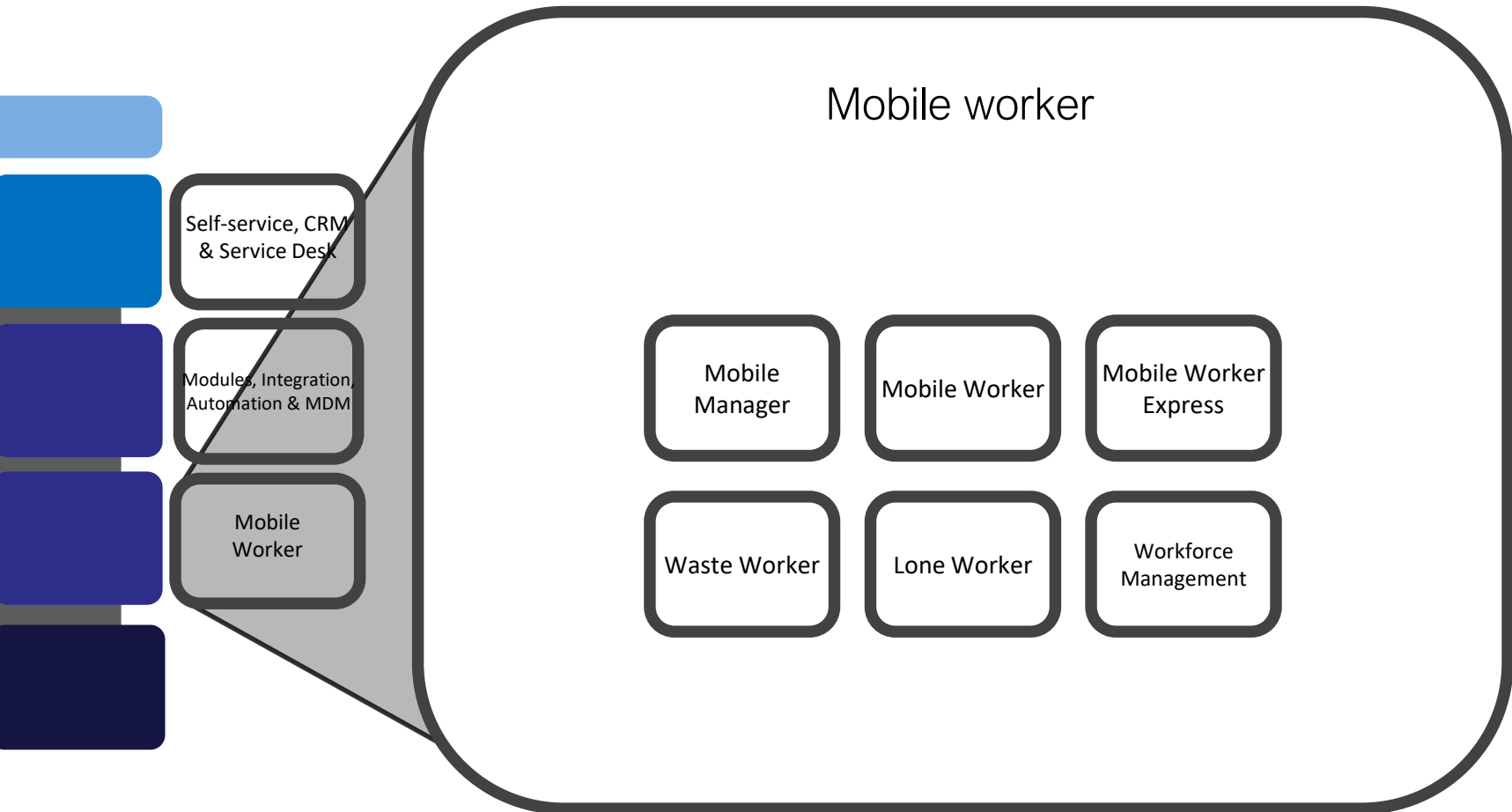
Components of Self Service & CRM



Components of Line of Business, Integration, Automation and Master Data Management



Components of Mobile Working



A Selection of My Council Services Clients...

- **Allerdale Borough Council** (Full MCS Suite)
- **Anglesey County Council** (Customer Digital Access & CRM)
- **Belfast City Council** (Customer Digital Access , integration to in house developed CRM)
- **Blackburn with Darwen Council** (Customer Digital Access)
- **Bournemouth Borough Council** (Customer Digital Access integration to Lagan CRM)
- **Boston Borough Council** (Customer Digital Access)
- **Cannock Chase District Council** (Customer Digital Access)
- **Doncaster Metropolitan Borough Council** (Customer Digital Access , integration to Lagan CRM)
- **Flintshire County Council** (Customer Digital Access, integration to Java based CRM)
- **Glasgow City Council** (Customer Digital Access, integration to Remedy CRM)
- **Mid Kent Improvement Partnerships** (Maidstone, Swale & Tunbridge Wells)
- **New forest District Council** (Customer Digital Access, integration into in house Microsoft SQL based CRM, Leisure App)
- **Plymouth City Council** (Customer Digital Access)
- **Royal Borough of Kensington & Chelsea** (Customer Digital Access, Mobile Worker, Case Management)
- **St Helen's Metropolitan Borough Council** (integration into Lotus Notes based CRM)
- **Southend Borough Council** (Lagan CRM)
- **Stafford Borough Council** (Mobile Worker, Customer Digital Access, integration to Lagan)
- **Test Valley Borough Council** (Customer Digital Access)
- **Thanet district Council** (Customer Digital Access)
- **Torfaen County Borough Council** (Customer Digital Access, CRM, Mobile Worker)
- **Vale of Glamorgan Council** (Customer Digital Access)
- **Wiltshire Council** (Customer Digital Access, CRM, Case Management, Mobile Worker) integration into Mayrise & Exor line of business applications)
- **Winchester City Council** (Customer Digital Access)

Demonstration...

Advice to get started...

- MCS can be implemented incrementally
 - consider letting us help you with a business case to set up an aspect of the platform
- Start with some tactical wins and plan for the mid to longer term strategic goals
 - Risk & investment can be minimised and value can be delivered in phases
 - Plan for the long term
 - Aim towards 'end to end' digital services
- My Council Services is 'Open'
 - It can be integrated with other third party systems & applications
 - Or it can be the primary digital platform
- Technology is only part of the solution
 - Make sure you educate customer services & frontline staff on the plan and what capabilities you are enabling through self service
 - Take the opportunity to redesign and simplify processes as you move them to end to end digital platforms

Thank you for joining today's webinar

- Slides will be available for download
- A recording of today's session will be available
- Feel free to contact us with questions or if you would like to arrange a separate session for your colleagues
 - Call 0208 530 2505
 - Email info@abavus.co.uk
 - Twitter @AbavusLtd