

# Welcome to the My Council Services Webinar

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We will begin at 1200

*My Council Services*  
*An end to end digital journey for key*  
*services...*

*21<sup>st</sup> March 2018*

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

[www.abavus.co.uk](http://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?
  - Your line will be muted to reduce background noise
  - 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

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- Background to current public sector challenges
- Introduction to My Council Services
- Demonstration of the platform
- Questions & answers via chat

# Contemporary Challenges to Public Service Delivery

...still...

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- 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

# Typical (legacy) local government structure

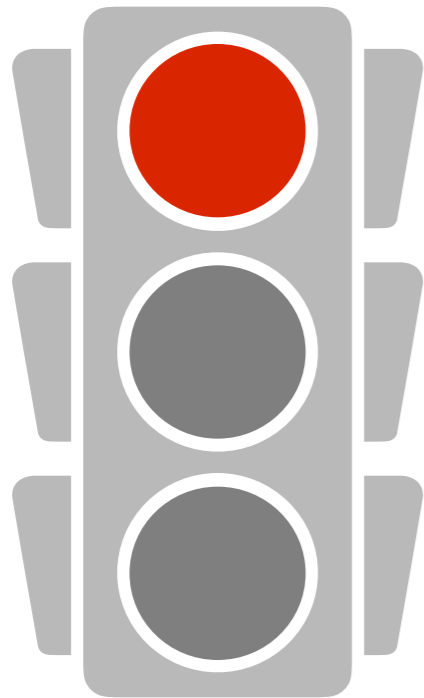


Service area

IT systems

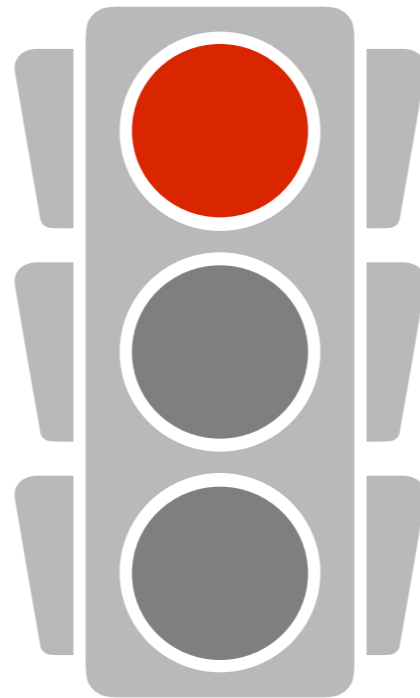
Administration

# What are the issues with this approach?



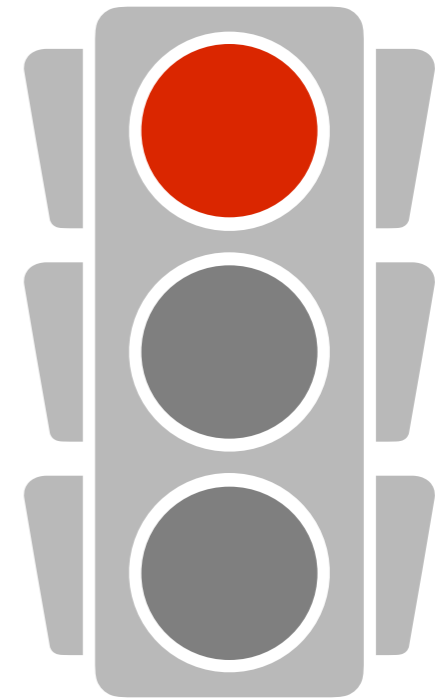
## High cost of ownership and duplicate administration

Double keying information, replicating and maintaining data from one system to another will ensure you have a high cost of ownership.



## Fragmented data and systems

Holding data in some systems and not sharing this information with other systems will ensure departments and fragmented view of the customer.

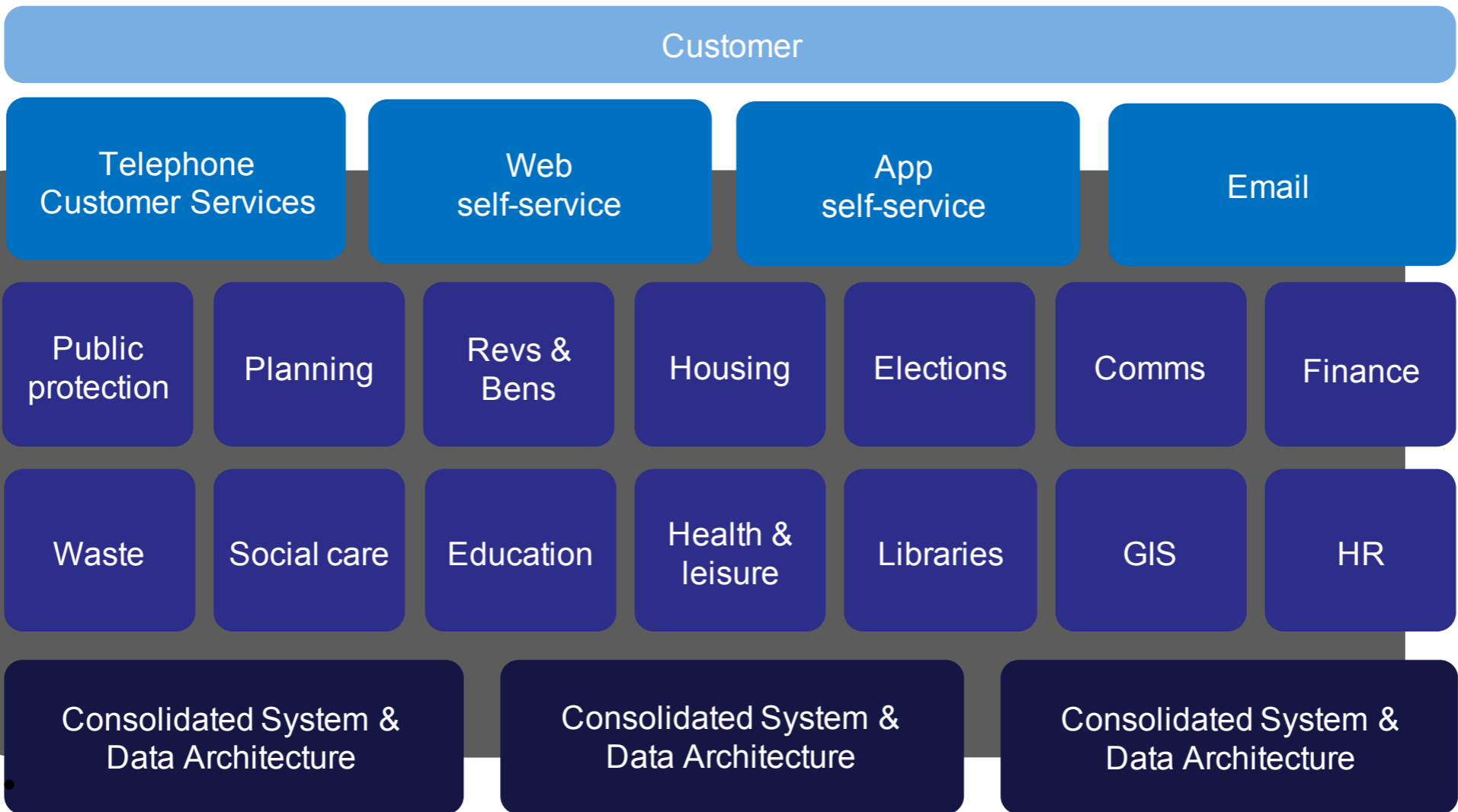


## Diverged Procedures & Multiple integrations

Different systems will mean different teams have different approaches to processes. This will create layers bureaucracy and inefficiency.

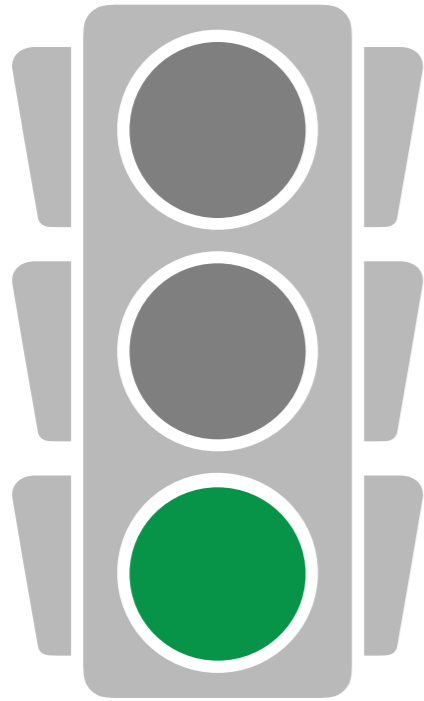
# Contemporary local government structure

Closed Loop Feedback



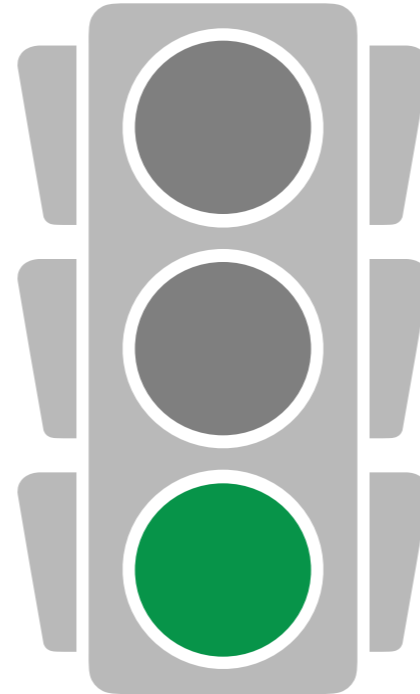


# What are the positives with this approach?



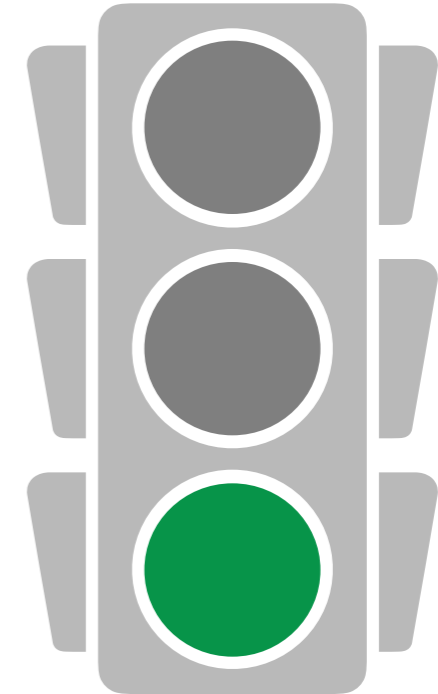
## Unified support processes

Having the same platform means that teams can have the same process which ensures unified and consistent output.



## Unified data & lower cost of ownership

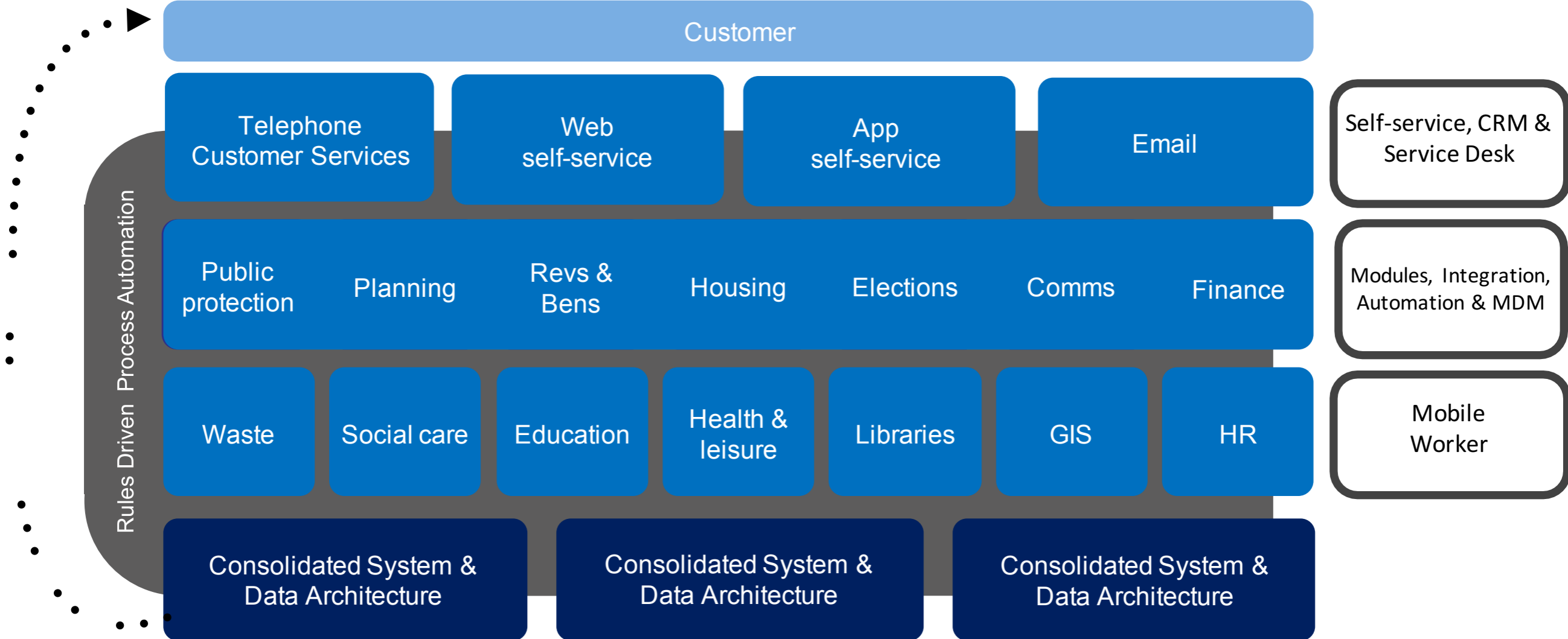
Having a central location for customer and transactional data ensures the whole organisation can benefit from this clean, consistent and consolidated view.



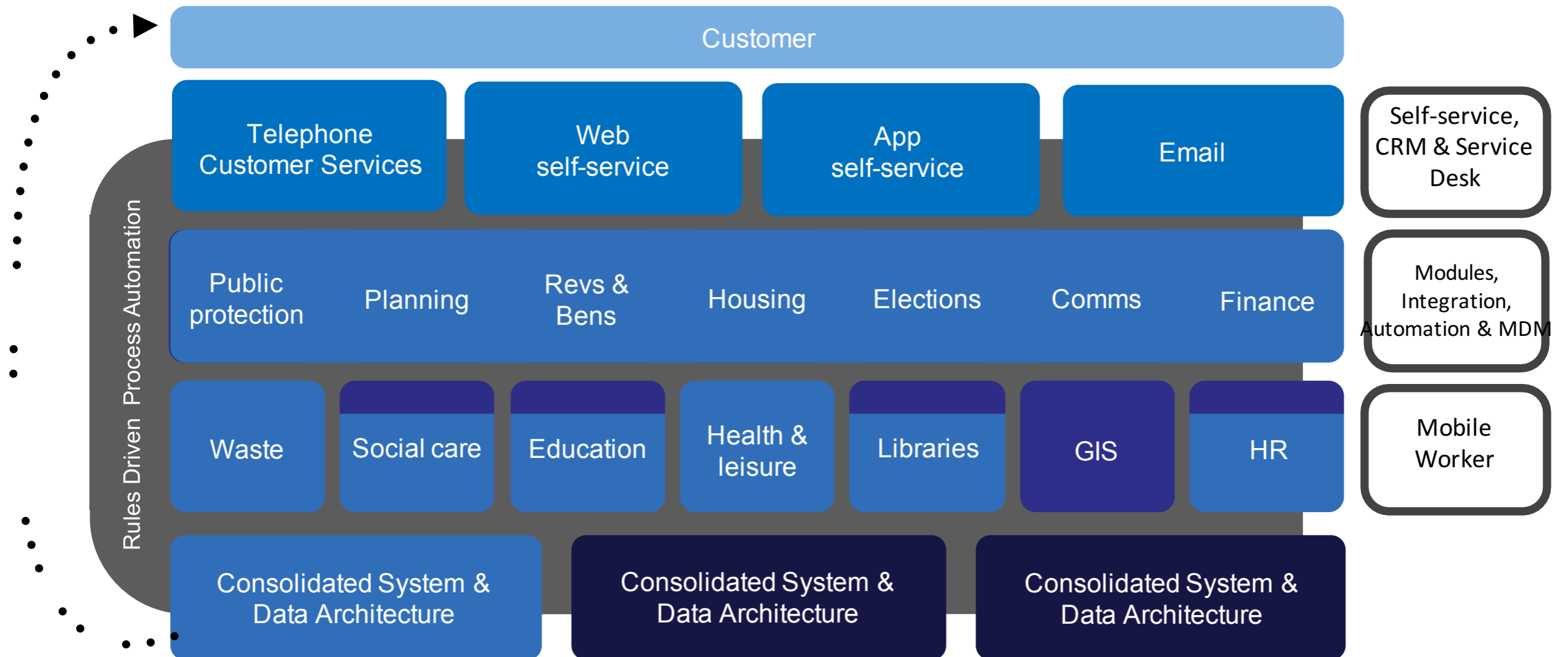
## Access to specialist skills as required

The ability to escalate issues to back office teams and converse via notes.

# Contemporary local government structure



Introduce structured channels and allow customer services to grow their skill set and consume customer service areas within other departments



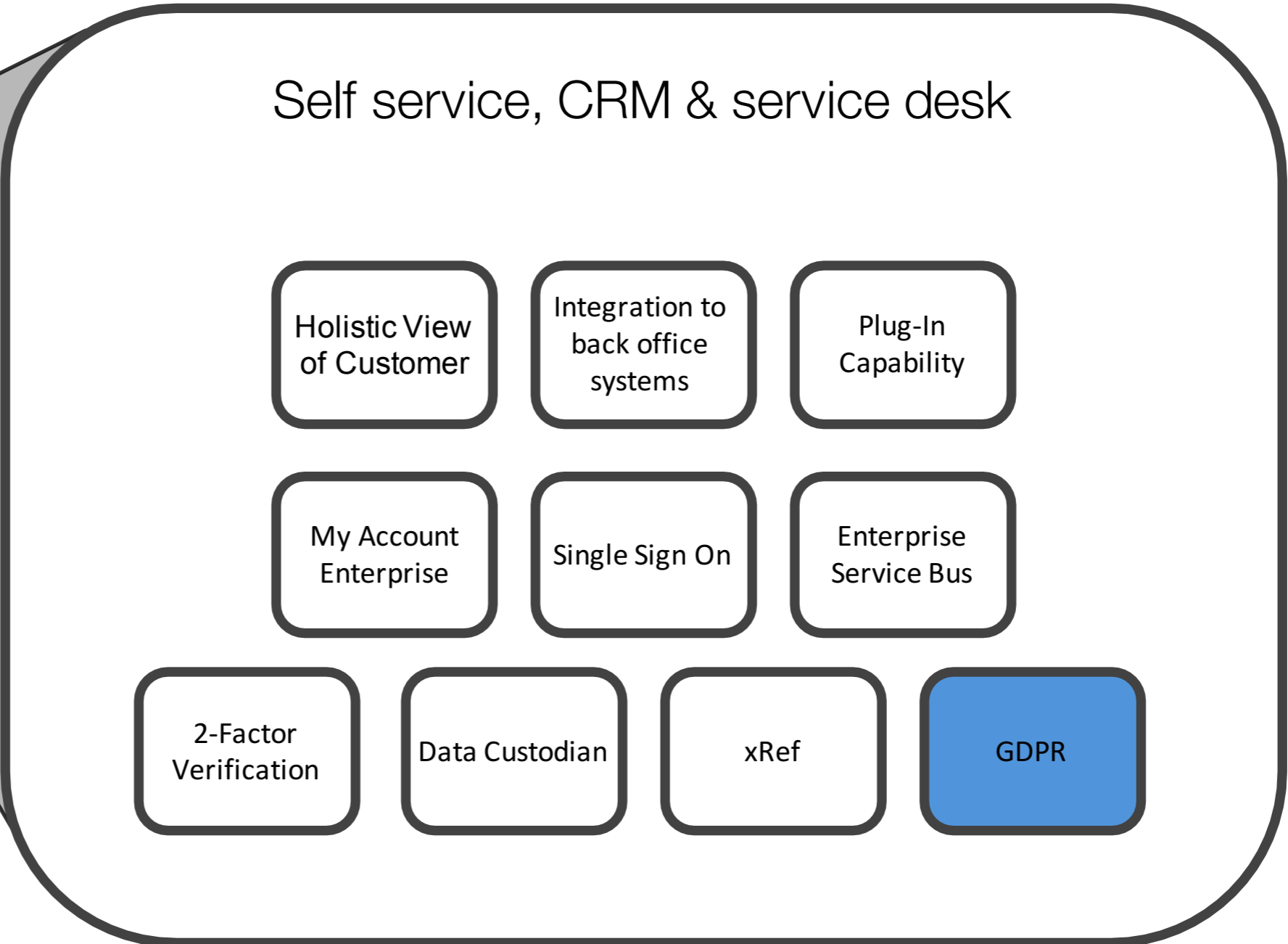
In subsequent phases Customer Services can take on initial social care, education, libraries, and internal processes

# Extended Process Automation

Self service, CRM & service desk

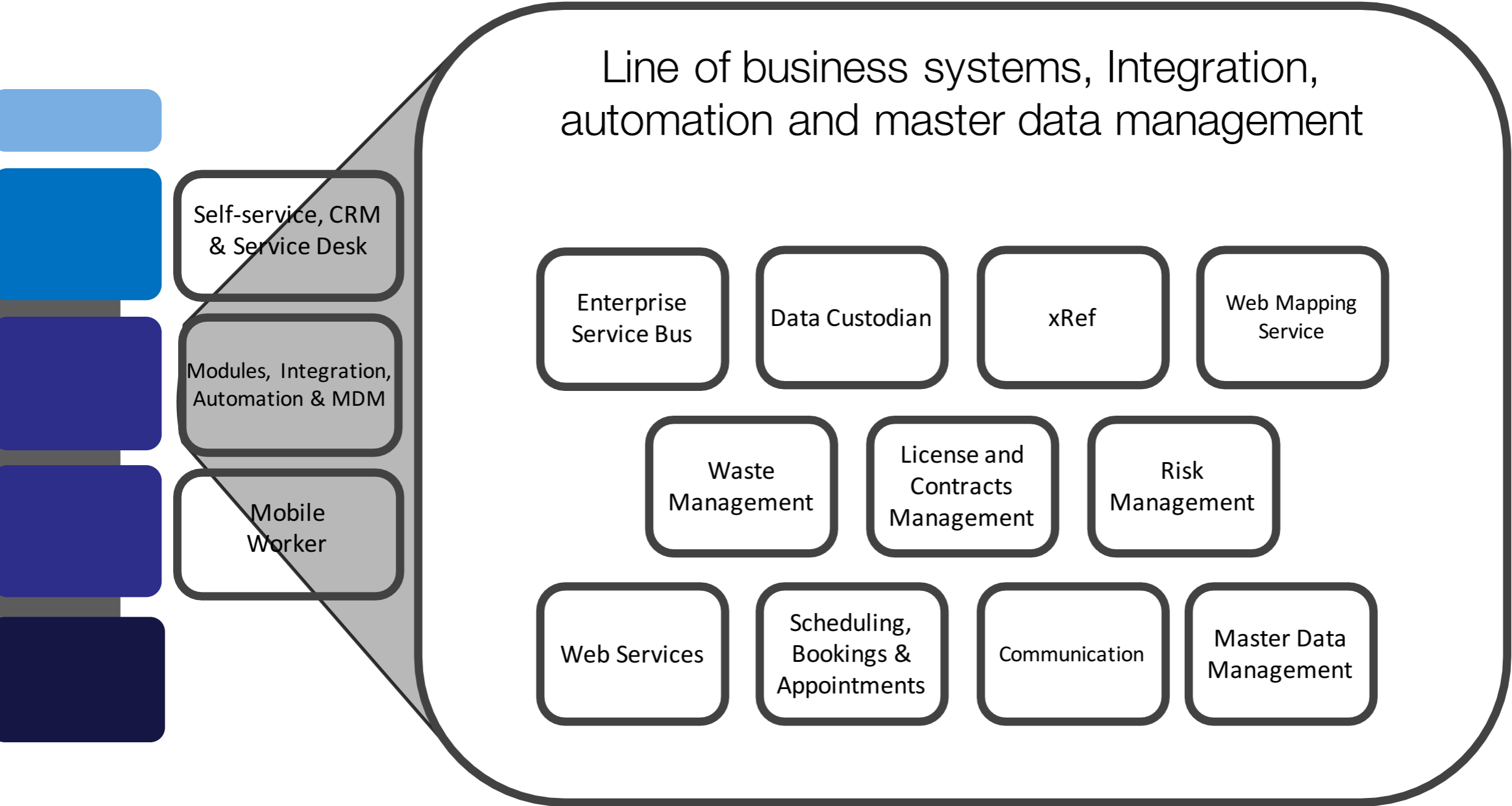


- Self-service, CRM & Service Desk
- Modules, Integration, Automation & MDM
- Mobile Worker



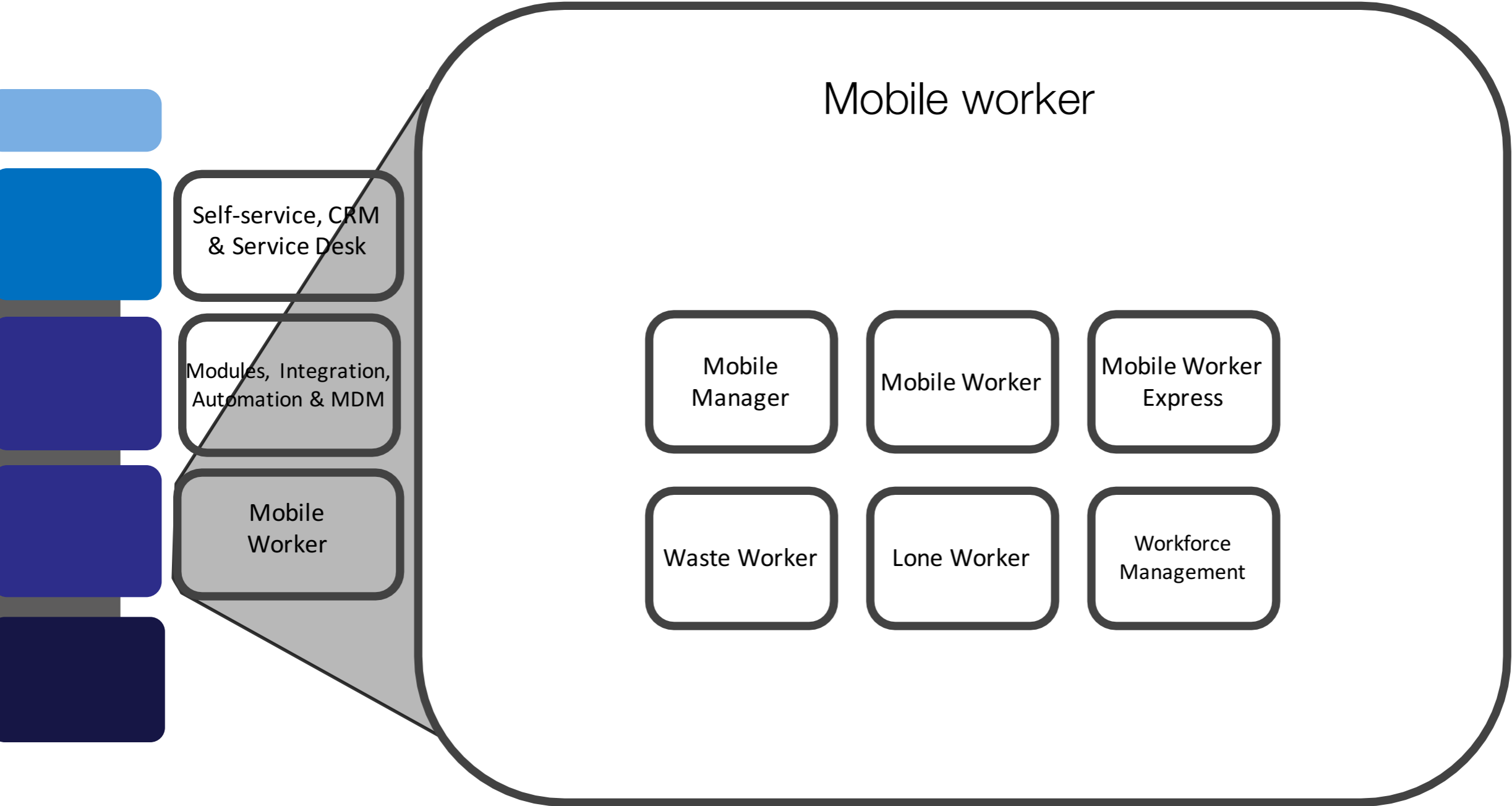
# Extended Process Automation

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



# Extended Process Automation

Mobile working



Demo...

# Our response to UK Local Authority transformation



## Self service

Every service should be online with a focus to allow the customer to complete the end to end process themselves – where this is appropriate



## Automation

Create rules that manage workflow and outcomes – where it makes sense to do so



## 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 are successfully using the platform for self service with automation.



# A Selection of My Council Services Clients...

- **Allerdale Borough Council** (Full MCS Suite)
- **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)

# Summary & close...

- Contact us at:
- [www.abavus.co.uk](http://www.abavus.co.uk)
- 0208 530 2505
- @AbavusLtd
- info@abavus.co.uk

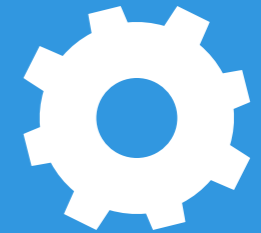


## Affordability

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.



# Integration out of the box

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

The screenshot displays a web application interface with three main configuration panels and two data tables.

**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.

| Type          | Name           | URL   | Enabled |
|---------------|----------------|---|---------|
| REST          | Collection day | http://dynamic.maidstone.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     |

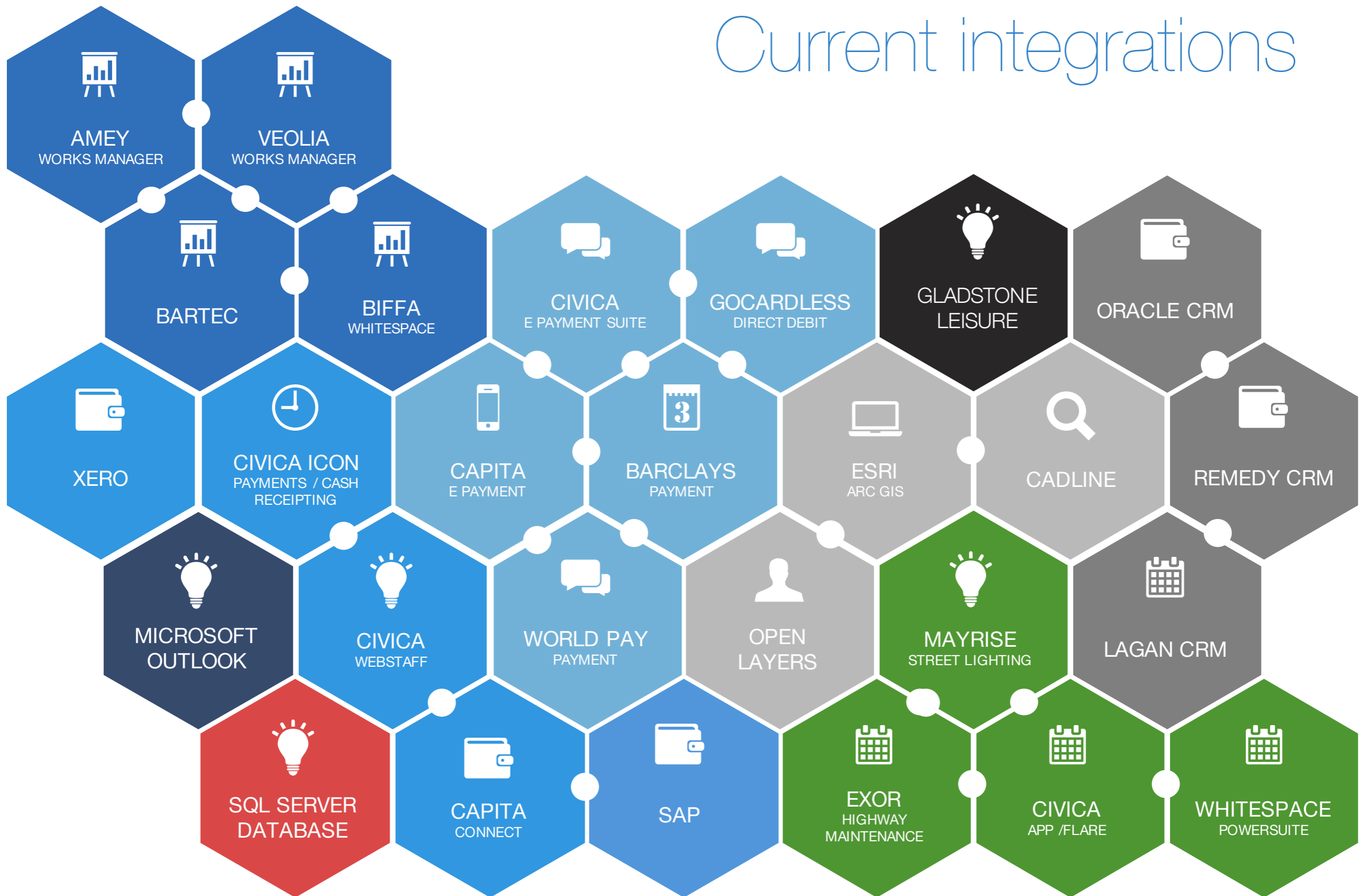
**Payment gateways**

| Edit | Payment gateway | Description              | Enabled |
|------|-----------------|--------------------------|---------|
|      | CAPITA          | 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
- Payment gateways
- Waste management

- Health systems
- Finance systems
- Mail and calendar systems

- CRM systems
- HR systems

- GIS systems
- Custom system