

Welcome to the My Council Services for Licensing Services Webinar

We will begin at 1430

Transformation and Digital Service Enablement for Licensing Services

Abavus Ltd.
28th July 2020
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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?
 - 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

- 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

...never a dull moment...

- From 2020...
 - Need to plan for social distancing measures & public health considerations
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- From 2007...
 - Need to deliver cashable savings
 - Reducing resources (people & assets)
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- From 2005...
- Shifting customer expectations toward digital access
 - Immediate responses
 - Expectations of quality & channel choice
- New unmediated & unstructured channels
 - Self service channels
 - Advent of social media platforms

Challenges & Opportunities for Licensing Services



- Relatively complex process
- Many include multiple interdependent steps
 - Application processes
 - Eligibility criteria
 - Inspection
 - Payment collection
 - Legislation changes
 - Renewal management




- Well suited to digitization
 - Candidates for 'end to end' digital enablement
 - Lend themselves to self service
 - Council needs to be able to update and evolve digital processes - configuration
 - Ripe for review & improvement
 - Opportunities to generate sustainable revenue for the Council

Legacy local government structure

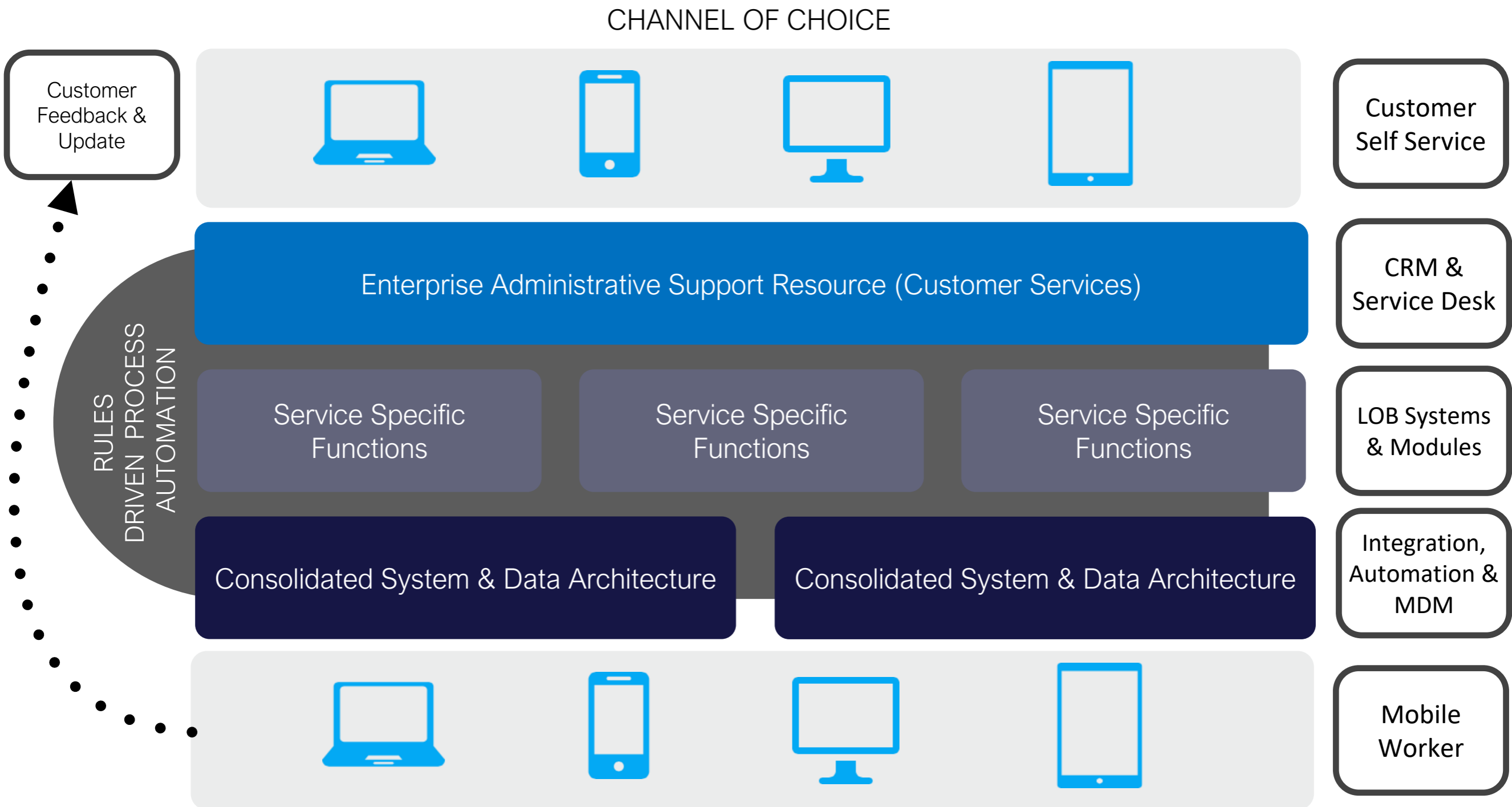


 Service area

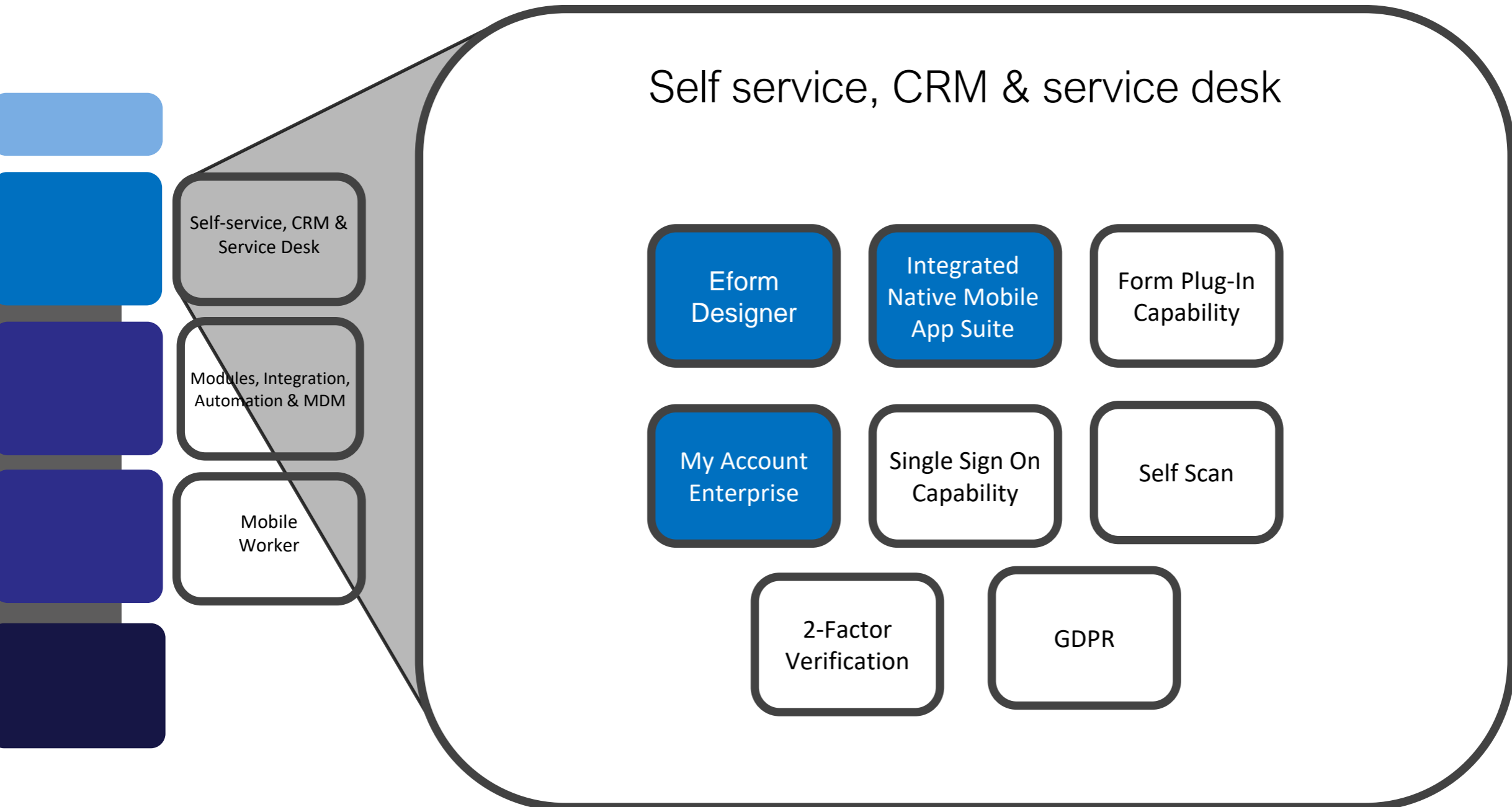
 IT systems

 Administration

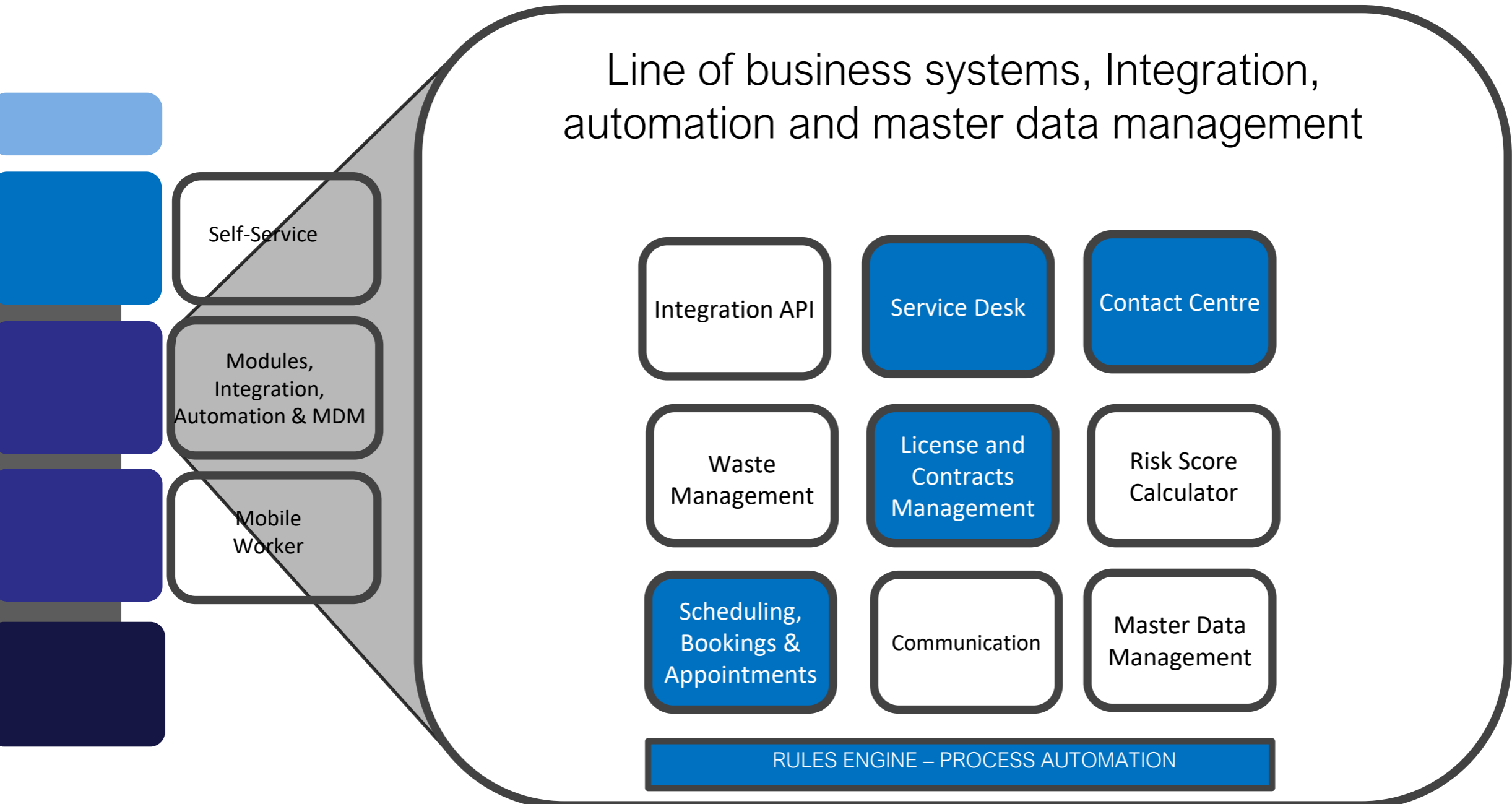
How does My Council Services fit with the contemporary Local Authority operational model?



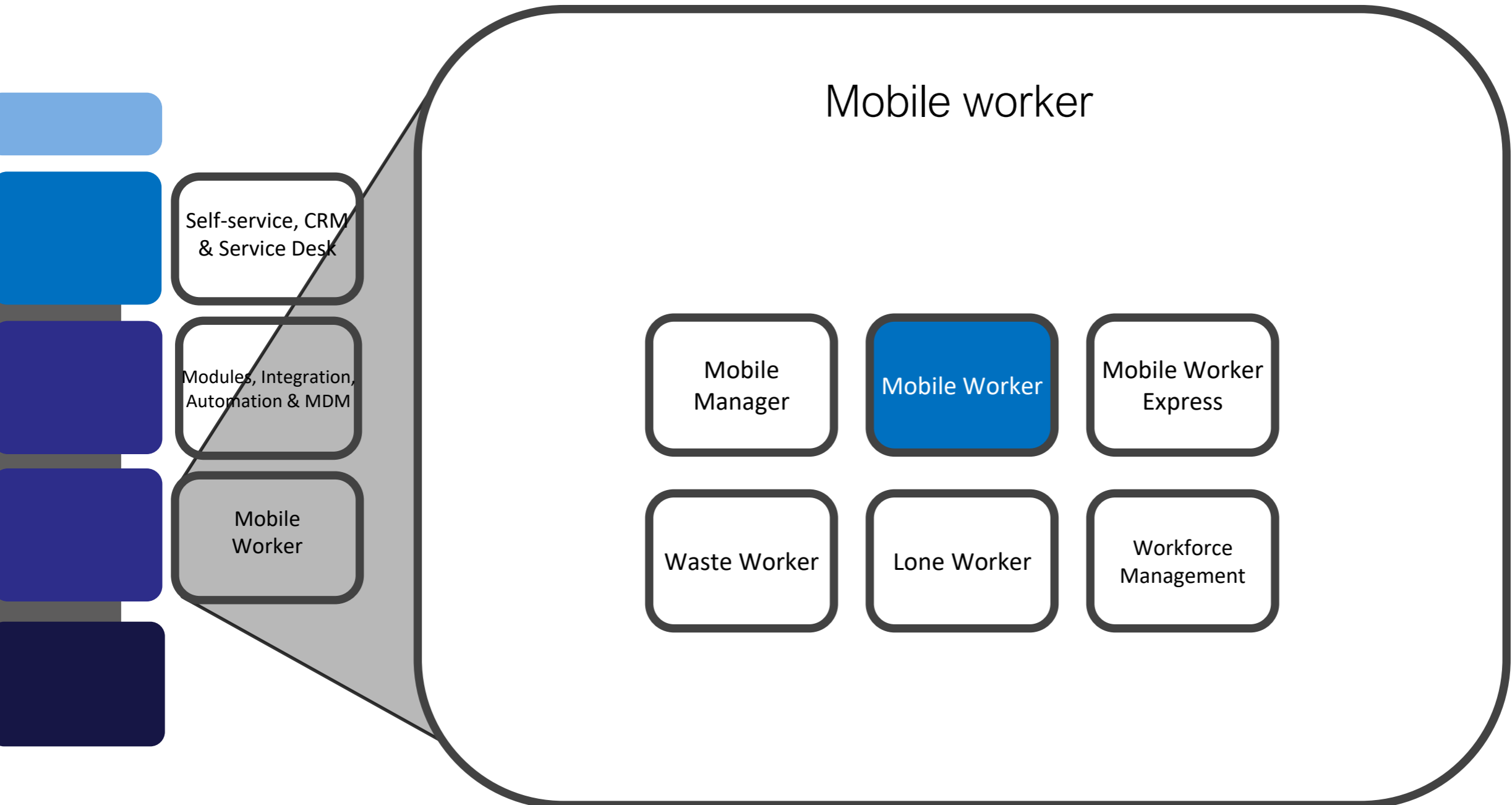
Components of Self Service & CRM



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



Components of Mobile Working



25 recent examples of My Council Services implementations...

- Allerdale Borough Council (Full MCS Suite)
- Anglesey County Borough Council (Full MCS Suite)
- Ashford Borough Council (Full MCS Suite)
- Blackburn with Darwen Council (Full Suite)
- Blaenau Gwent County Borough Council (Full MCS Suite)
- Boston Borough Council (Customer Portal & e-forms)
- Caerphilly County Borough Council (Full MCS Suite)
- Cannock Chase District Council (Customer Portal)
- Epsom & Ewell Borough Council (Full MCS Suite)
- Flintshire County Council (Customer Portal, integration to Java based CRM)
- Glasgow City Council (Customer Portal, integration to Remedy CRM)
- London Borough Harrow (Service Desk & Mobile Worker)
- Monmouthshire County Borough Council (Full MCS Suite)
- Newport City Council (Full MCS Suite)
- St Helen's Metropolitan Borough Council (Customer Portal)
- Somerset Waste Partnership (E forms, Service Desk & Waste module)
- Southend Borough Council (Full MCS Suite)
- Stafford Borough Council (Mobile Worker, Customer Digital Access, integration to Lagan)
- Swale Borough Council (Customer Portal & Contact Centre)
- Test Valley Borough Council (Customer Portal & Contact Centre)
- Torfaen County Borough Council (Full MCS Suite)
- Vale of Glamorgan Council (Customer Portal)
- Wiltshire Council (Customer Portal, CRM, Case Management, Mobile Worker) integration into Mayrise & Exor line of business applications)
- Winchester City Council (Customer Portal)
- Wyre Forest District Council (Full Suite)



Demonstration...

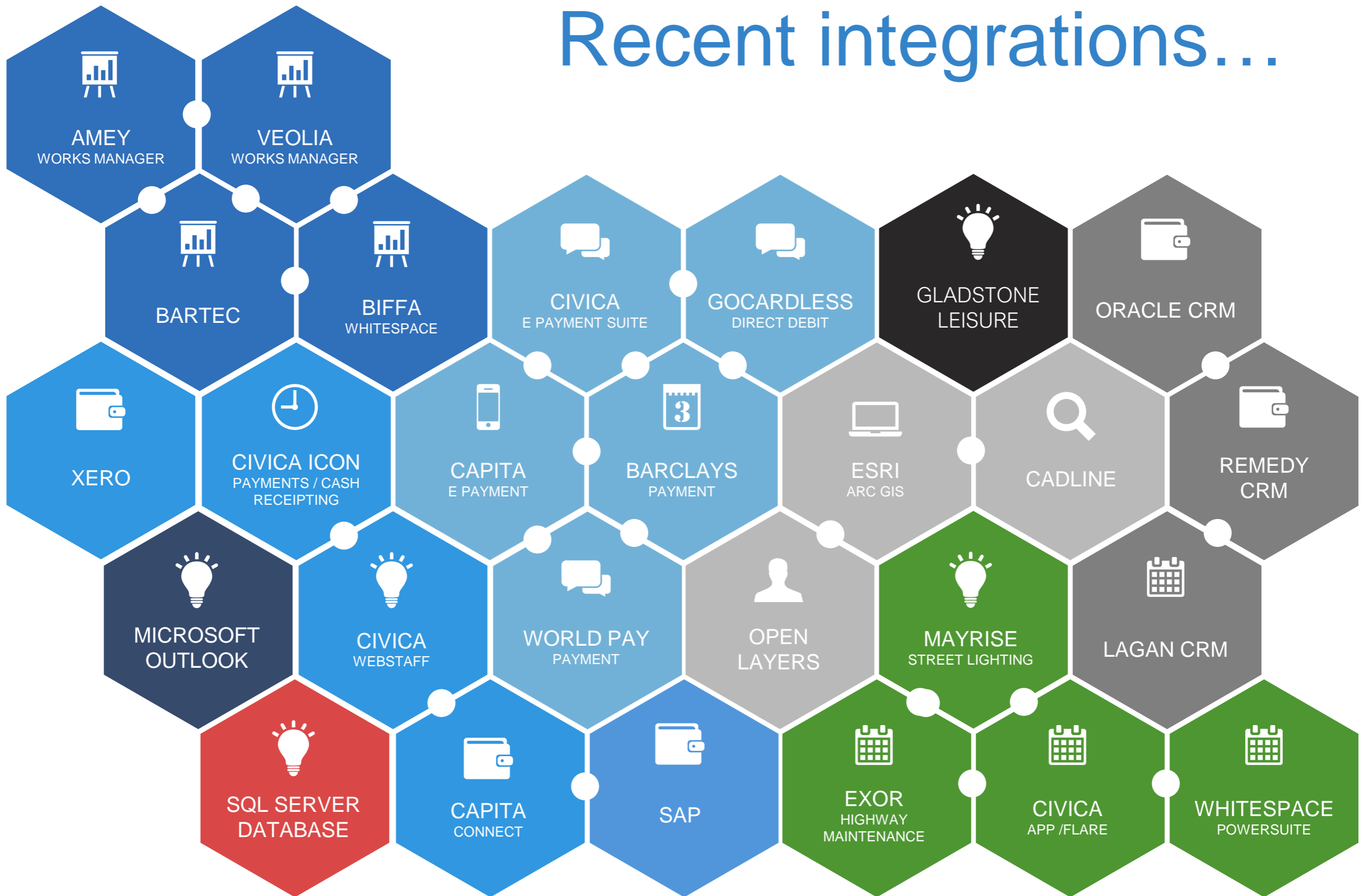
Advice to get started...

- 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 participating...

- Call 0208 530 2505
- Email info@abavus.co.uk
- Twitter @AbavusLtd

Recent integrations...



- Council systems
- Payment gateways
- Waste management

- Health systems
- Finance systems
- Mail and calendar systems

- CRM systems
- HR systems

- GIS systems
- Custom system

[Click here to view Web Services API
documentation](#)