Welcome to the My Council Services for Bookings & Appointments Webinar

We will begin at 1000

Transformation and Digital Service Enablement for Bookings & Appointments

Abavus Ltd.
12th May 2020
Berni Simmons & Rachel Clinton
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)

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Agenda

- Background to the current challenge in Local Government
- Introduction & background to My Council Services
- Local Authorities already using the platform
- Demonstration
- Question & Answer
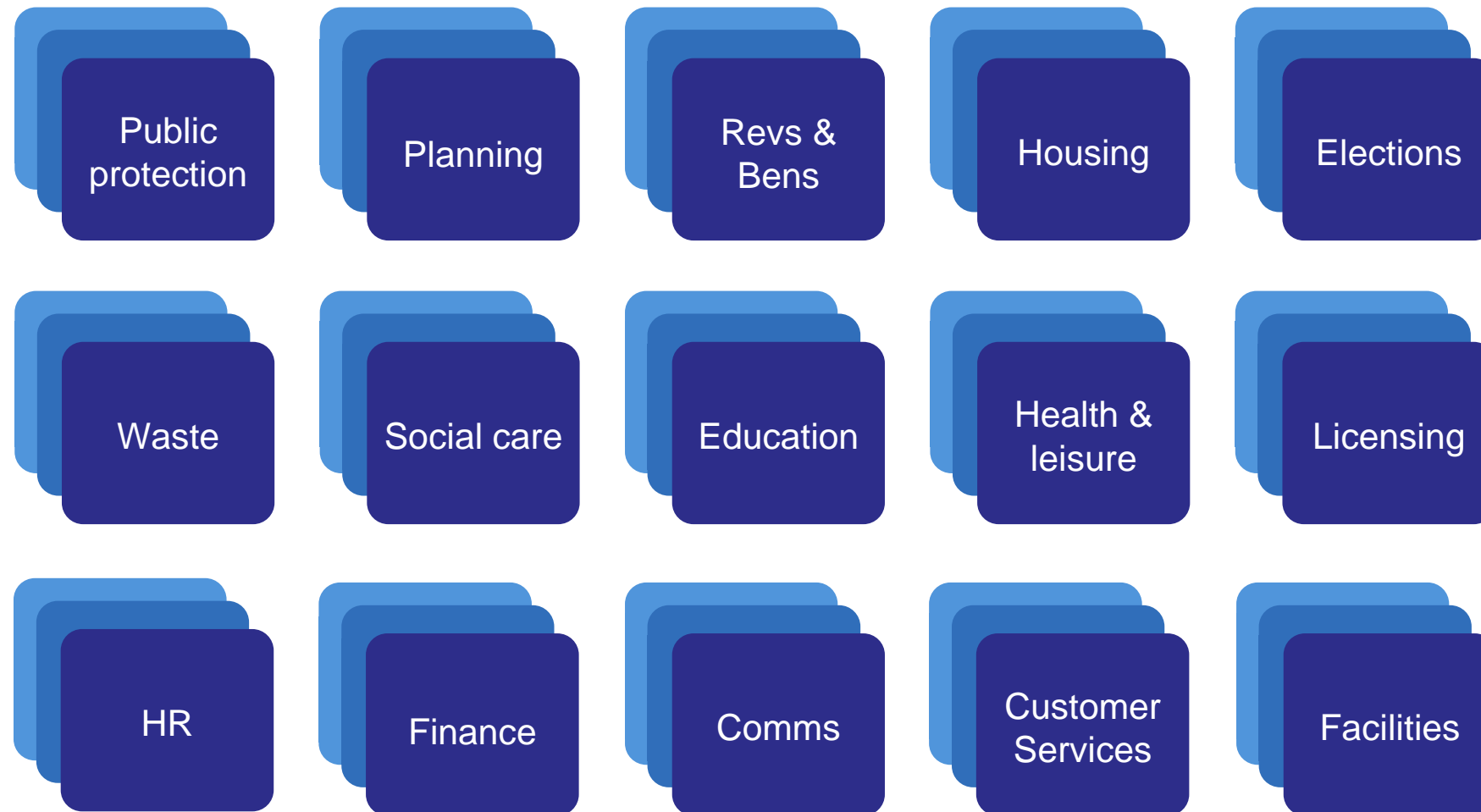
Contemporary Challenges to Public Service Delivery
…still…

- 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

Challenges & Opportunities for Bookings & Appointments

- Challenges:
  - Relatively complex process; many include multiple steps
    - Bookings cover many service areas
      - Waste
      - Leisure
      - Revs & Bens
    - Varying types (assets, venues, service delivery, ancillary 'products')
    - Time aspect (repeatability, frequency etc.)
- Opportunities:
  - Well suited to digitization (if you have the correct digital toolkit)
  - Ripe for review & improvement
  - Often represent opportunities to generate sustainable revenue for the Council

Legacy local government structure

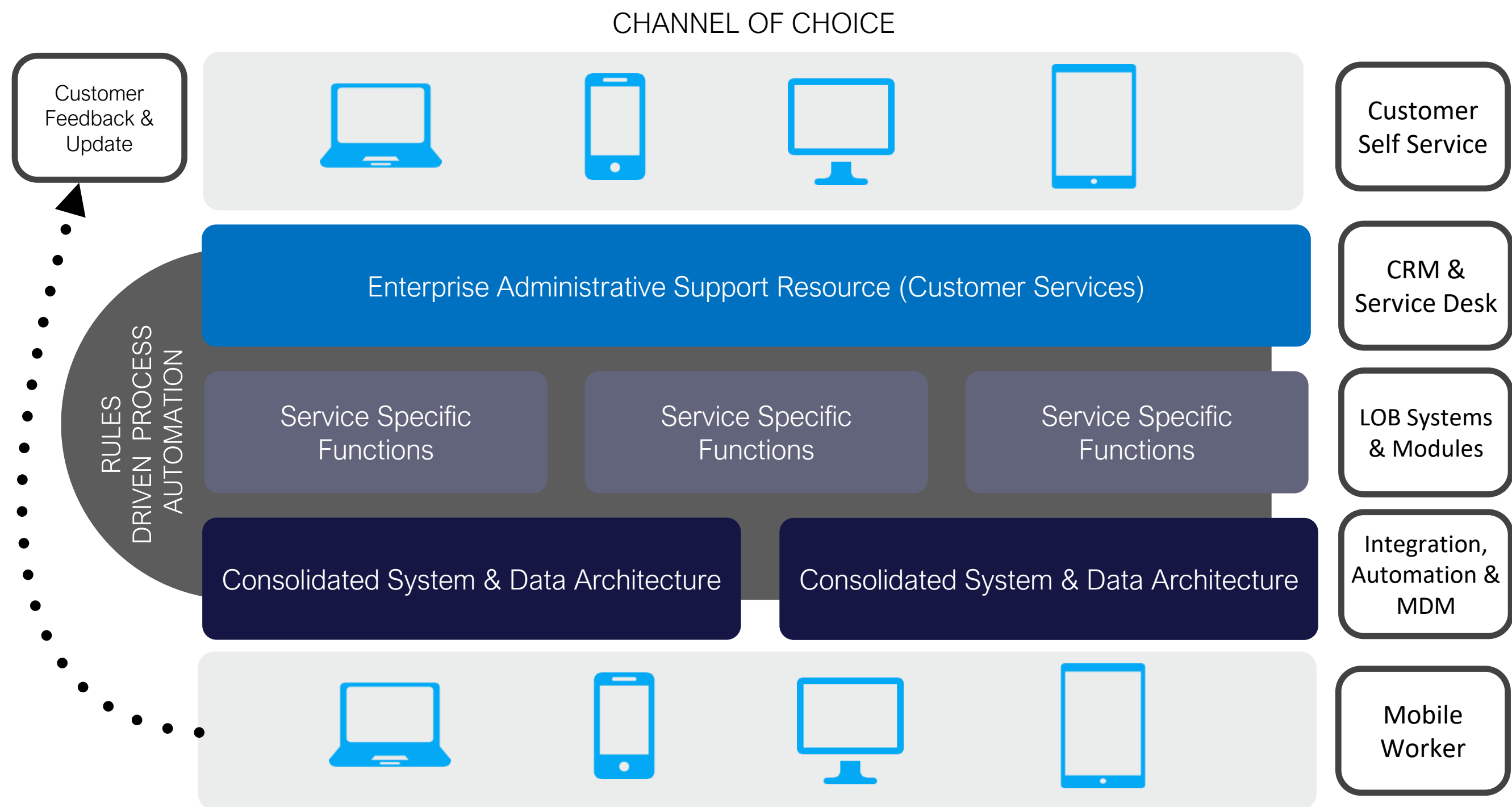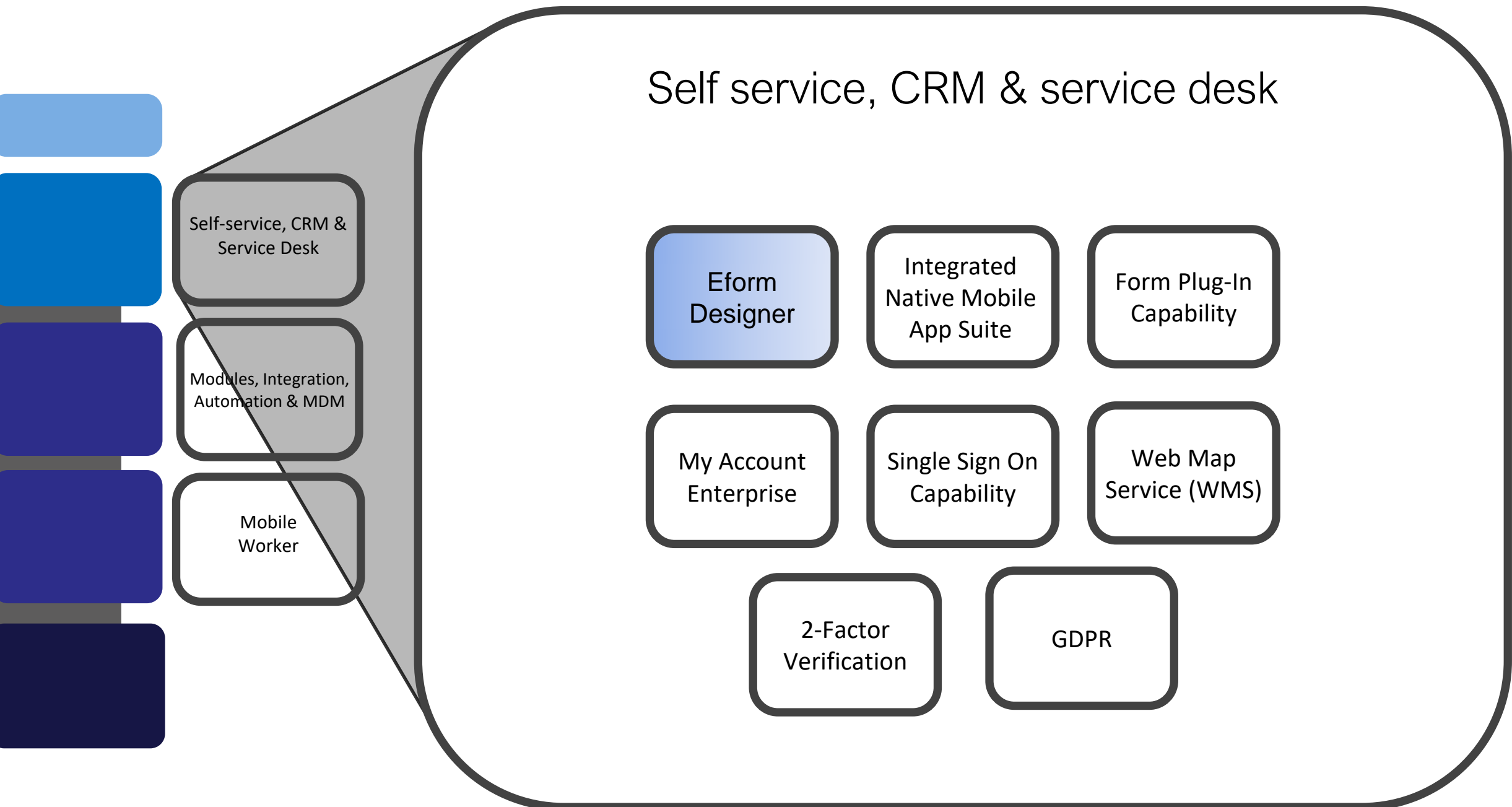|				
Public protection	Planning	Revs & Bens	Housing	Elections
Waste	Social care	Education	Health & leisure	Licensing
HR	Finance	Comms	Customer Services	Facilities

■ Service area   ■ IT systems   ■ Administration

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

CHANNEL OF CHOICE

Customer Feedback & Update

Customer Self Service

Enterprise Administrative Support Resource (Customer Services)

CRM & Service Desk

RULES DRIVEN PROCESS AUTOMATION

Service Specific Functions

Service Specific Functions

Service Specific Functions

LOB Systems & Modules

Consolidated System & Data Architecture

Consolidated System & Data Architecture

Integration, Automation & MDM

Mobile Worker

Components of Self Service & CRM

Self-service, CRM & Service Desk

Modules, Integration, Automation & MDM

Mobile Worker

Self service, CRM & service desk

Eform Designer

Integrated Native Mobile App Suite

Form Plug-In Capability

My Account Enterprise

Single Sign On Capability

Web Map Service (WMS)

2-Factor Verification

GDPR
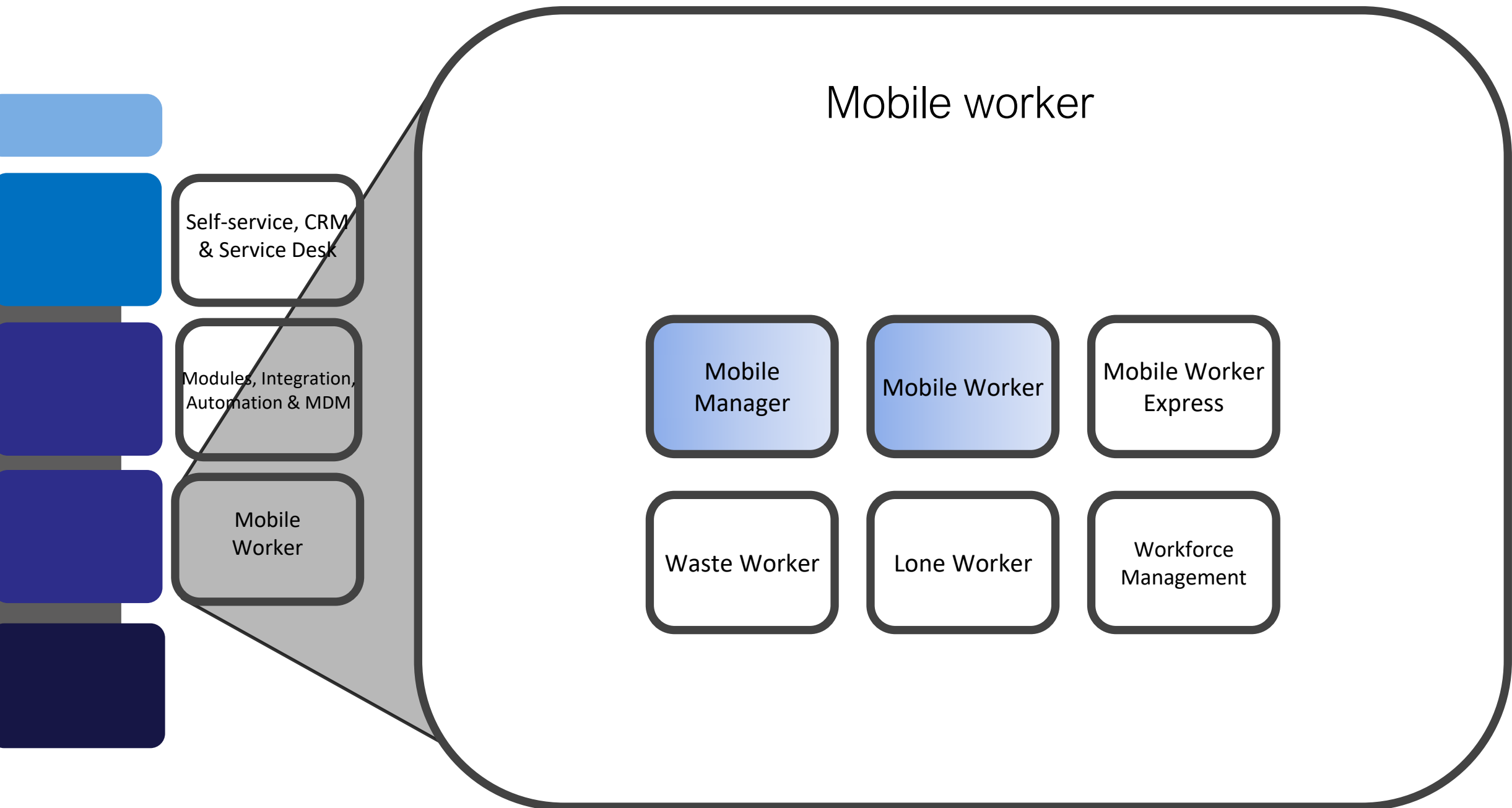
Components of Line of Business, Integration, Automation and Master Data Management
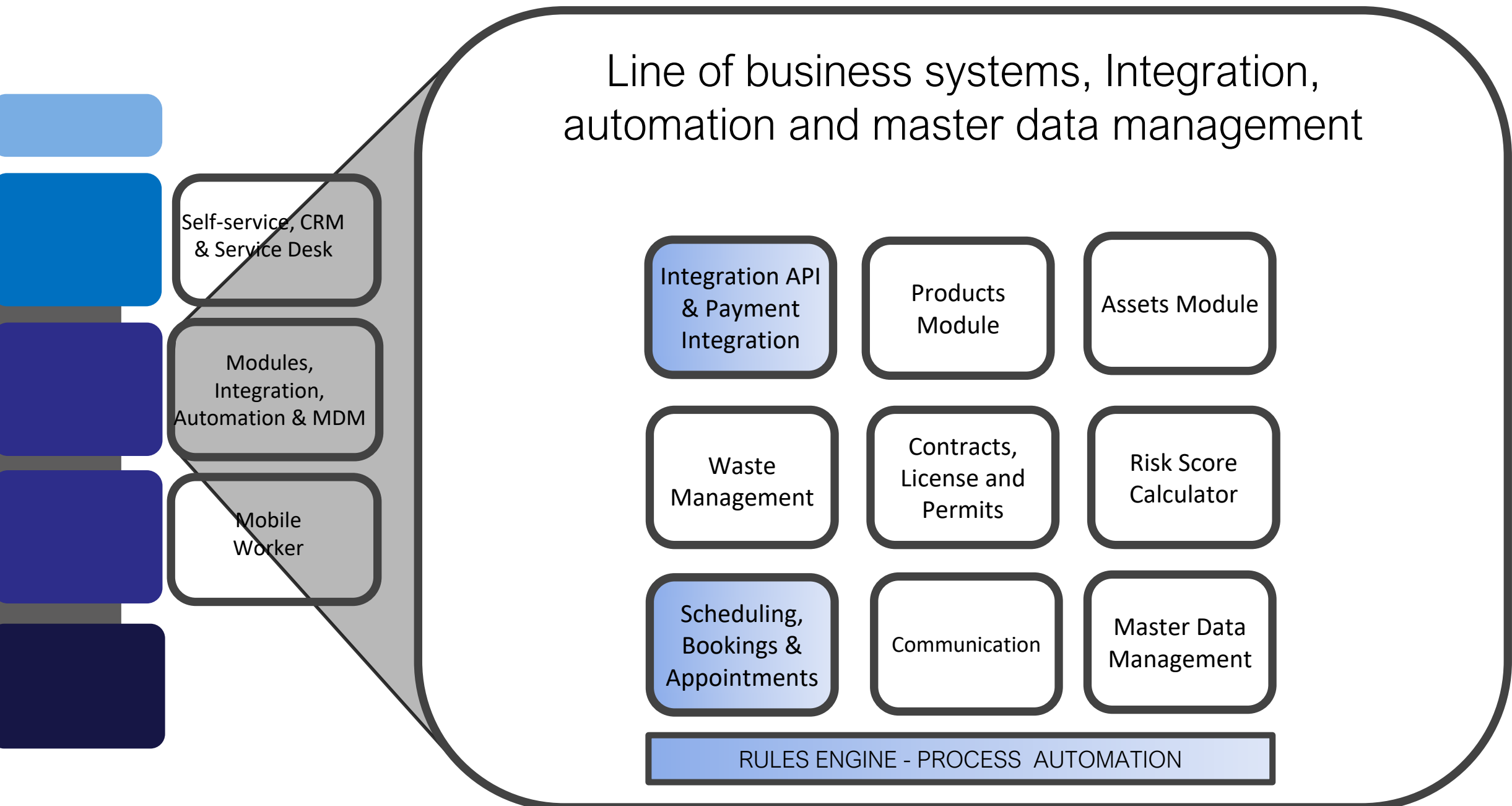
Components of Mobile Working

Self-service, CRM & Service Desk

Modules, Integration, Automation & MDM

Mobile Worker

Mobile worker

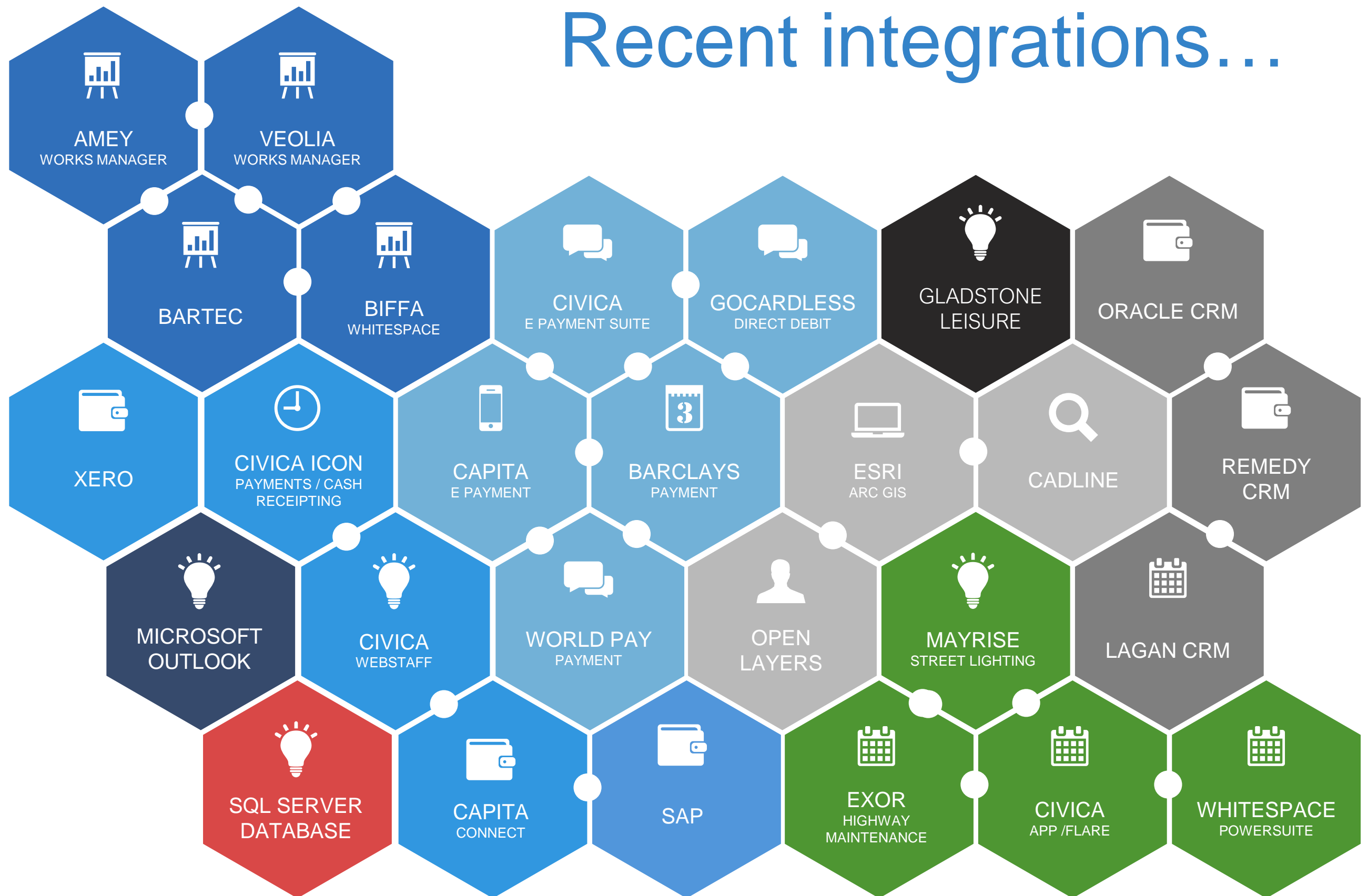| Mobile Manager	Mobile Worker	Mobile Worker Express
Waste Worker	Lone Worker	Workforce Management

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…

Recent integrations...

AMEY
WORKS MANAGER

VEOLIA
WORKS MANAGER

BARTEC

BIFFA
WHITESPACE

CIVICA
E PAYMENT SUITE

GOCARDLESS
DIRECT DEBIT

GLADSTONE
LEISURE

ORACLE CRM

XERO

CIVICA ICON
PAYMENTS / CASH
RECEIPTING

CAPITA
E PAYMENT

BARCLAYS
PAYMENT

ESRI
ARC GIS

CADLINE

REMEDY
CRM

MICROSOFT
OUTLOOK

CIVICA
WEBSTAFF

WORLD PAY
PAYMENT

OPEN
LAYERS

MAYRISE
STREET LIGHTING

LAGAN CRM

SQL SERVER
DATABASE

CAPITA
CONNECT

SAP

EXOR
HIGHWAY
MAINTENANCE

CIVICA
APP /FLARE

WHITESPACE
POWERSUITE

- ⬤ 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](#)

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

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Thank you for participating…

- Call 0208 530 2505

- Email info@abavus.co.uk

- Twitter @AbavusLtd