

Enable Mobile Working and Automate Internal Processes with “My Council Services” Mobile Worker Module

Webinar

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Berni Simmons & Rachel Clinton

Abavus Ltd.

www.abavus.co.uk

info@abavus.co.uk

+44 (0) 208 530 2505

Agenda

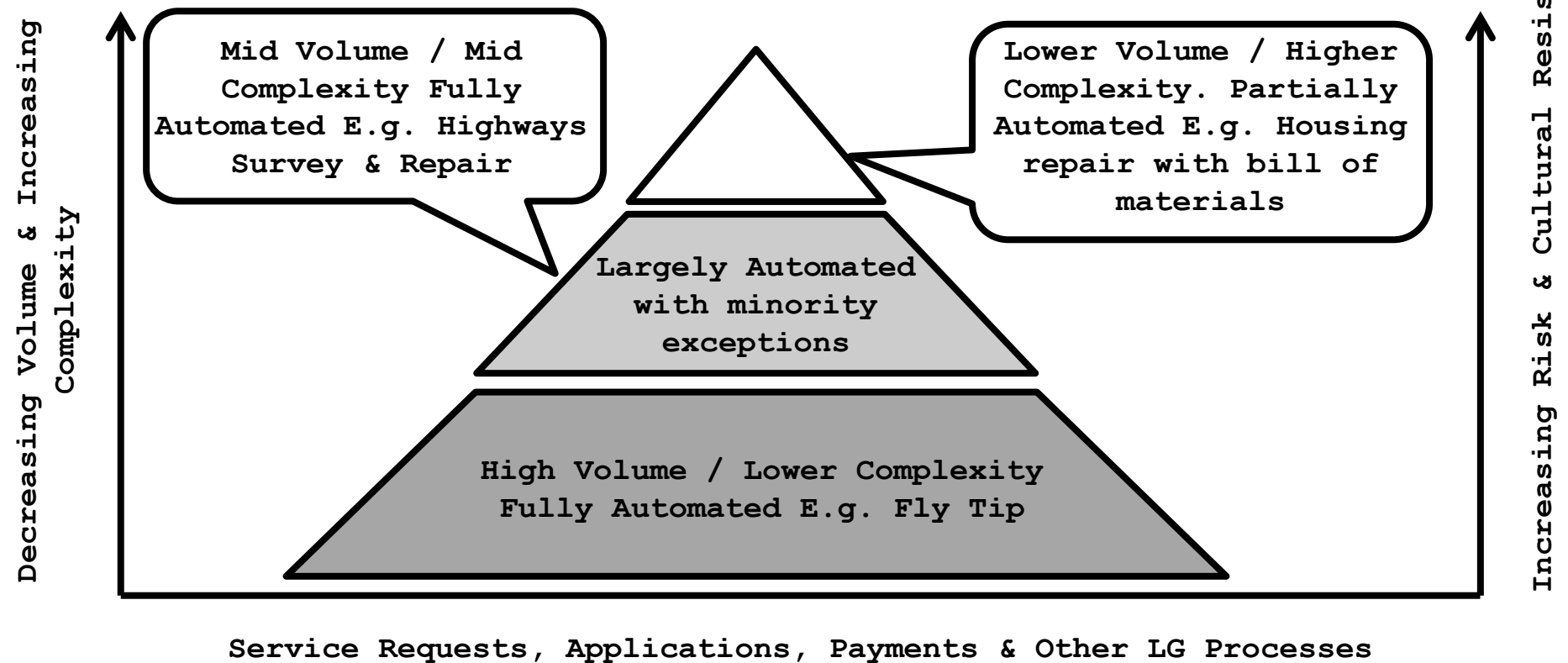
- Background to the current challenge in local government
- Introduction & background to Mobile Worker
- Local authorities already using the platform
- Demonstration
- Question & answer

Background to the current challenge

- Proposition & challenge...
- *80% of customer and internal processes can be codified, made self-service and manifest as a systematic set of business rules requiring no professional judgement or discretion.*
- *There is a remaining 20% of cases, or specific aspects of certain type of case, where professional judgement and discretion is necessary.*

Background to the current challenge

- Why is this such a significant opportunity?



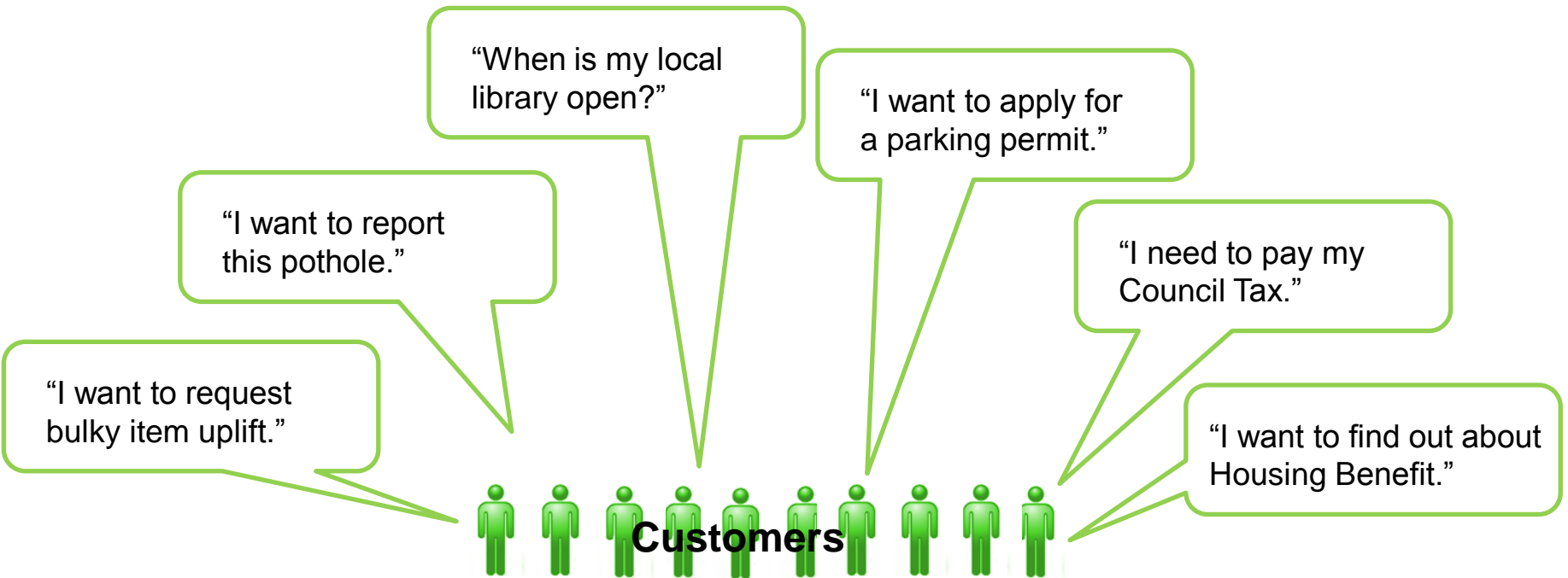
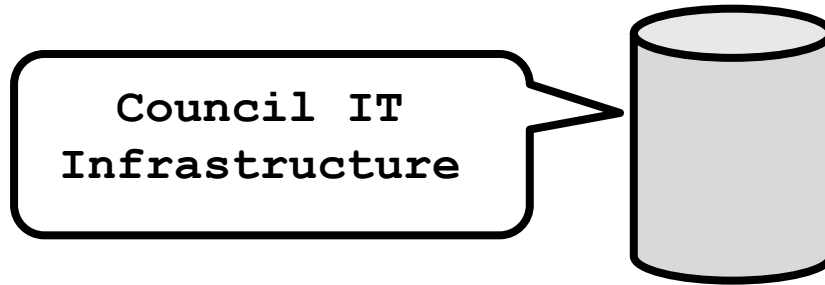
What is My Council Services Mobile Worker?

- The only **synchronised & integrated** multichannel **online & native mobile**, cloud-based mobile working platform
- Leverages MCS mobile platform as an add on or standalone
 - Web and native mobile (iPhone, Android, Windows8)
 - Enables offline working
- Functionally rich, **customisable & configurable**
 - Service requests
 - Task creation & management
 - Rules-based automation

What is My Council Services - Mobile Worker?

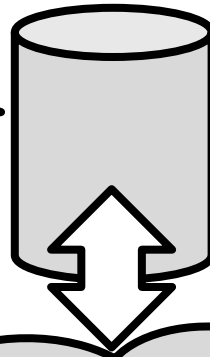
- Totally agnostic about back office systems
 - Integration to line-of-business and other workflow applications if required
 - Configurable integration using web services
 - Can leverage existing integration set up if appropriate
- Provides a functional back office capability
 - Task creation & set up
 - Configuration around task settings (types, associated forms, recurring, bulk allocation etc.)
- Private cloud delivery – almost zero local IT footprint
- Available through G Cloud
 - <http://govstore.service.gov.uk/cloudstore/5-g5-1598-002>

Workflow, data flow & architecture

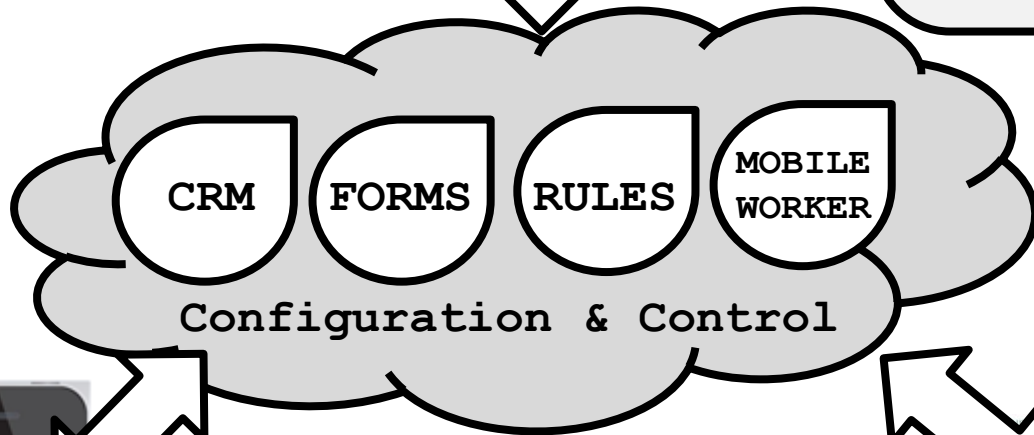


Workflow, data flow & architecture

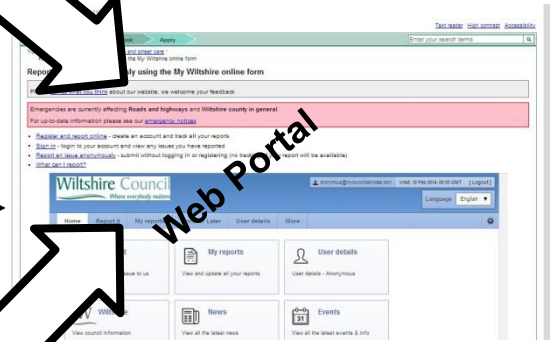
Council IT Infrastructure



- Web services integration to back office
- Web service calls MCS web services
- Automated case / customer creation in back office
- Synchronisation of notes & status back to customer
- 40 bit SSL key for securing our web services over https



Native App



Web Portal



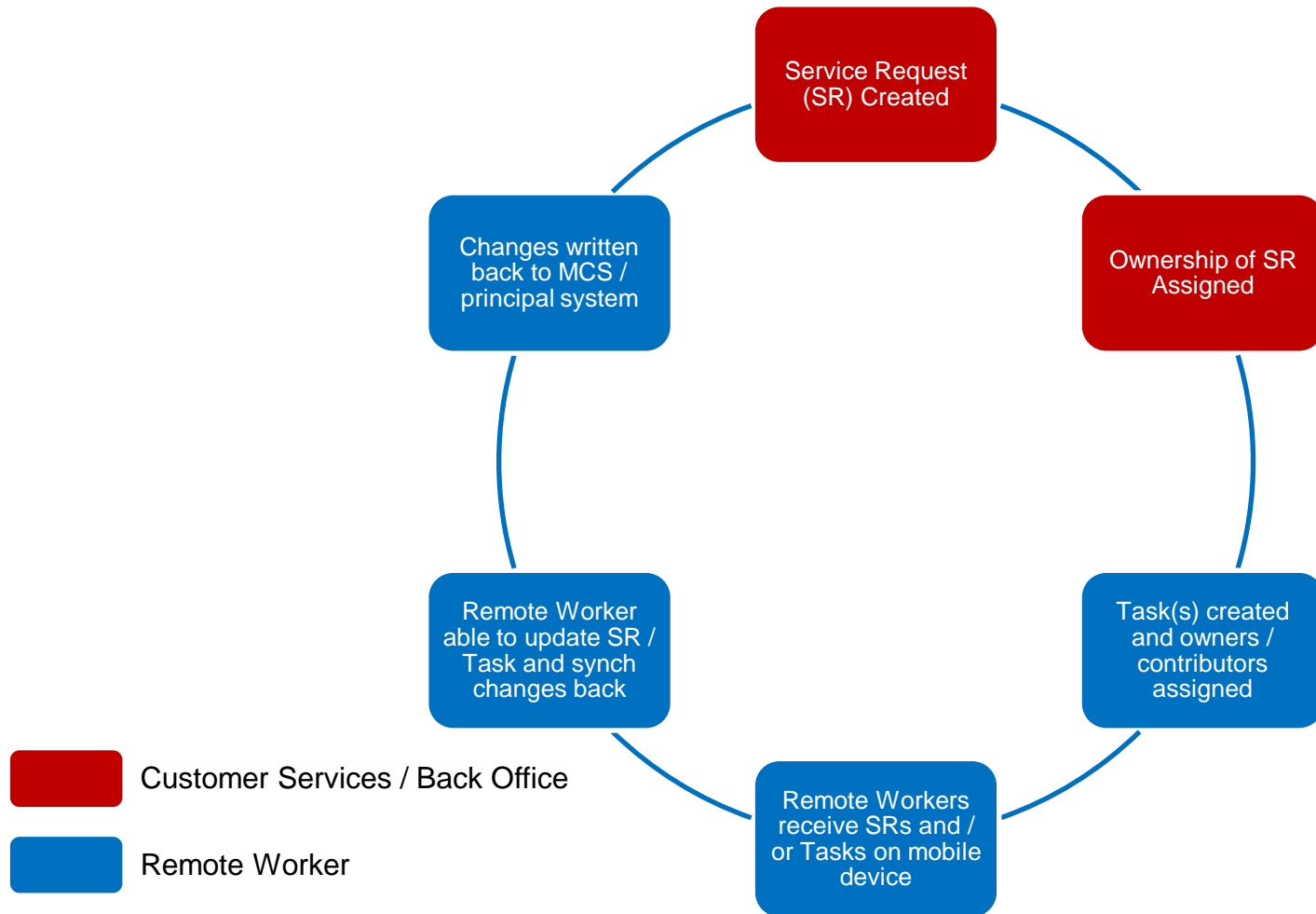
Mobile Workers



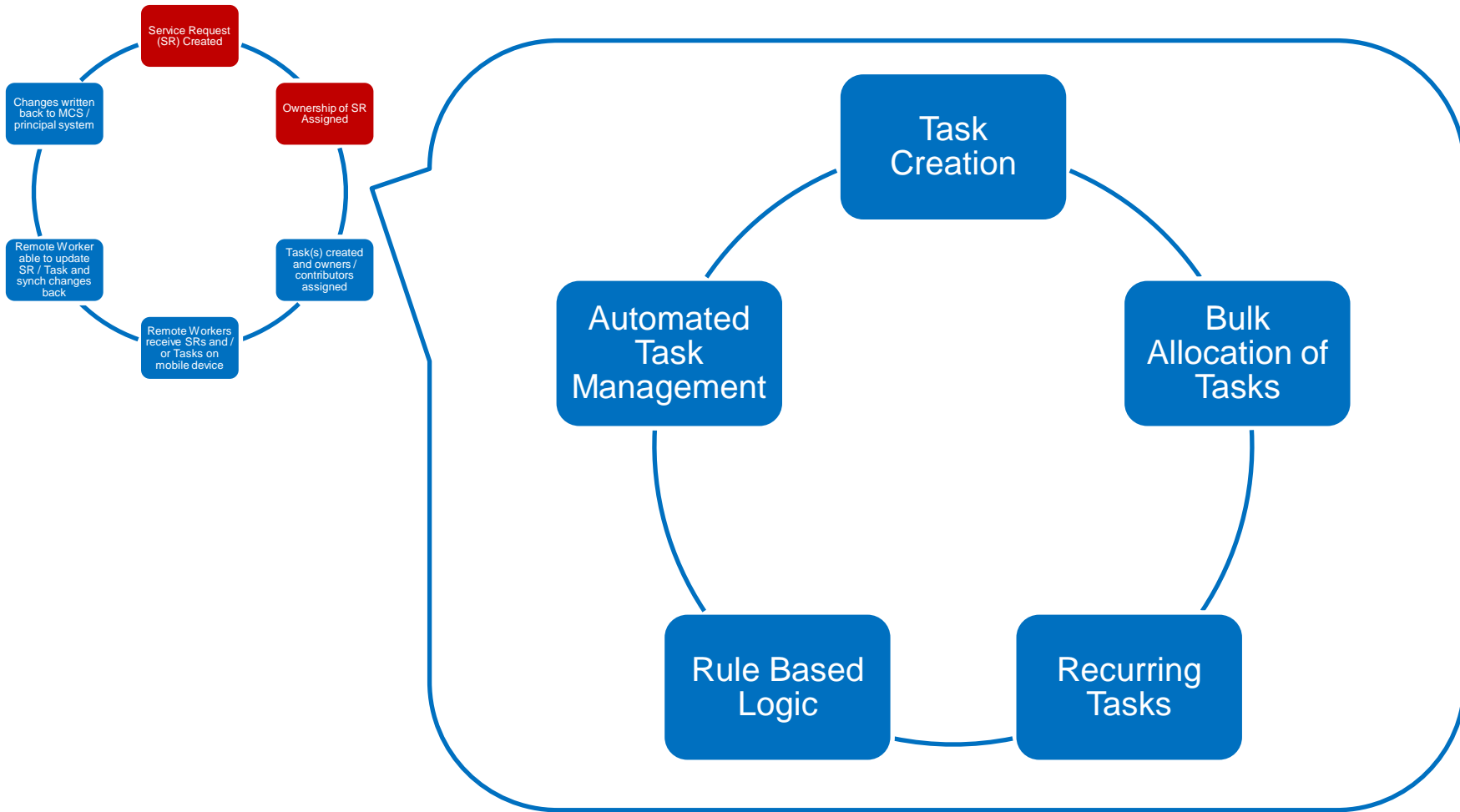
Customers



Overview of Key Mobile Worker functionality



Overview of Key functionality



Mobile Worker clients include:

- Stafford Borough Council
 - Streetscene remote teams
 - iOS iPhones (now considering Windows tablets)
 - Very positive take up amongst users
 - Ease of use
- Maidstone Borough Council
 - Streetscene remote teams
 - Running on Android tablets
 - Mapped closely to MBC specific posts
 - Auto allocation to specific teams based on location
 - Rules based on land ownership

Advice to get started

- Consider the availability of constant internet connections – mobile sites and regular eforms will fail without this
- Don't get hung up on what CRM system you have – integration is generally straightforward into most systems (or you can use our Contact Centre module)
- MCS costs are relatively low to get started – consider letting us help you with a business case to drive take up and get an ROI within 6 months
- Start with some tactical wins and plan for the mid to longer term strategic goals
- Really think about how much home grown solutions ultimately cost – COTS software which is quickly customisable is often very cost effective
- Make sure you educate frontline staff on the plan and what capabilities you are enabling through self service