Enable mobile working and automate internal processes with My Council Services Mobile Worker Module

Berni Simmons & Rachel Clinton
Abavus Ltd.

## www.abavus.co.uk

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.*

abavus Transforming Organisations

Background to the current challenge
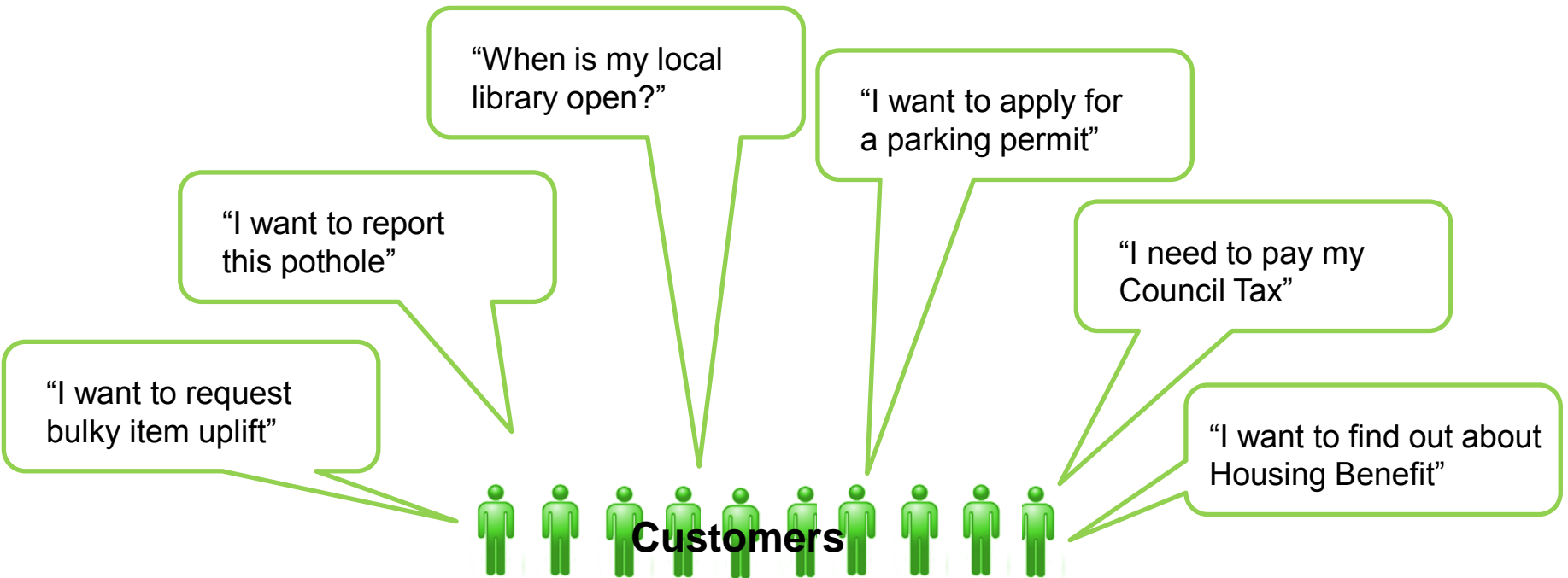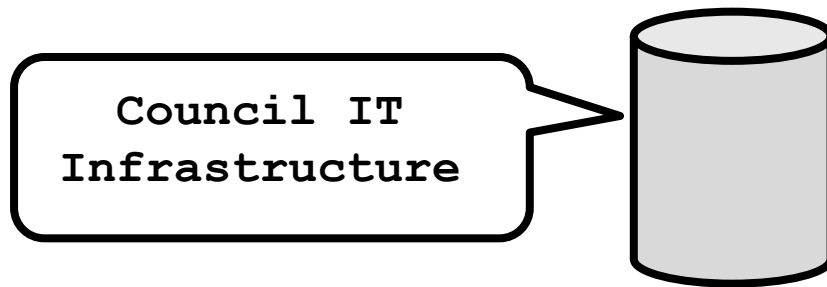
- Why is this such a significant opportunity?
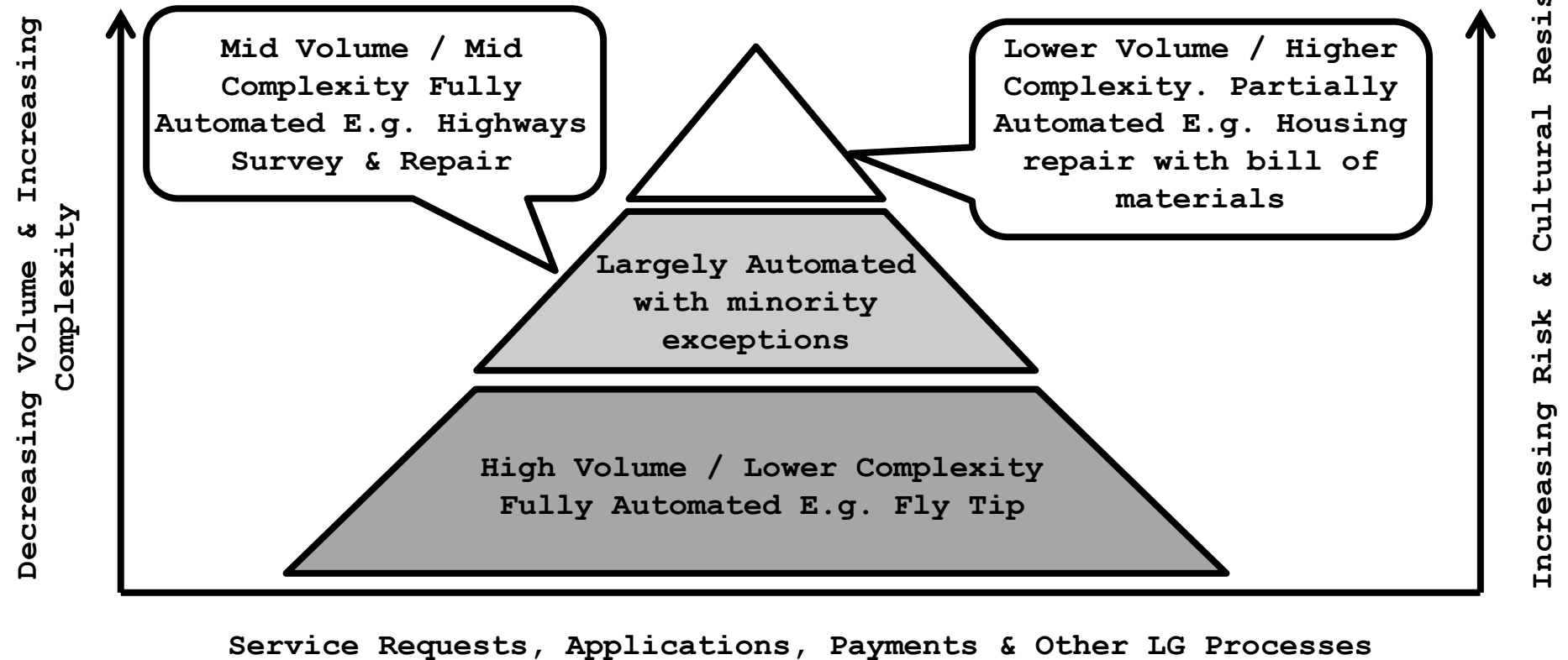
What is My Council Services Mobile Worker?

- The only synchronised & integrated multi-channel *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

abavus Transforming Organisations

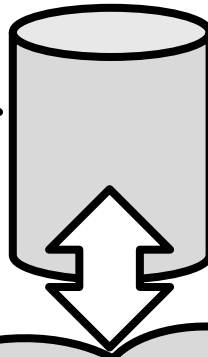# What is My Council Services - Mobile Worker?

- 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

abavus Transforming Organisations

Workflow, data flow & architecture
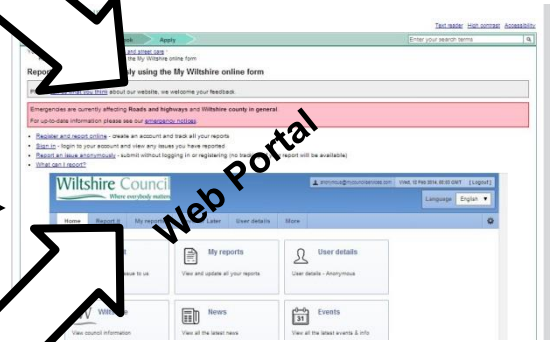
Workflow, data flow & architecture

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**
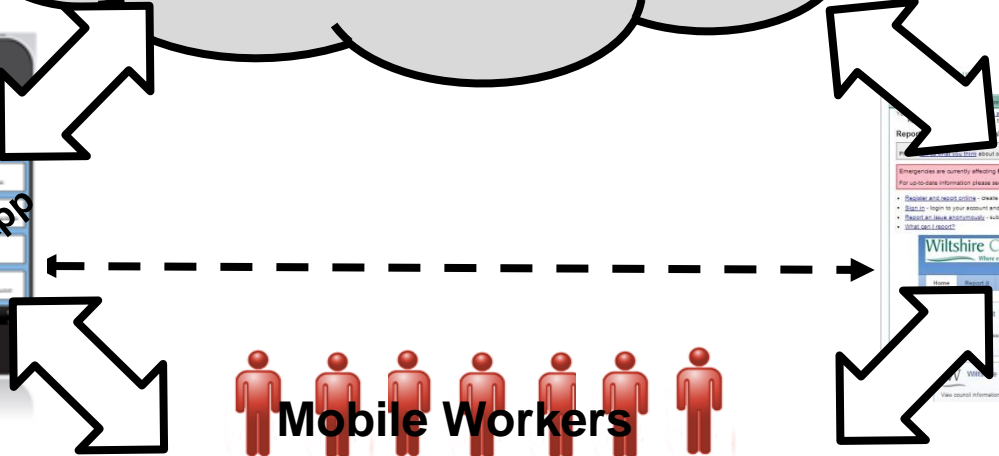- **40 bit SSL key for securing our web services over https**

CRM   **FORMS**   **RULES**   **MOBILE WORKER**

Configuration & Control
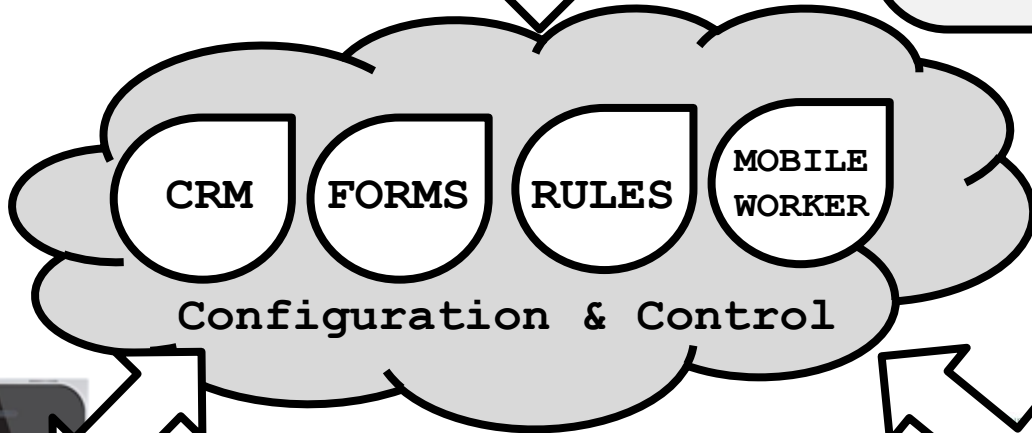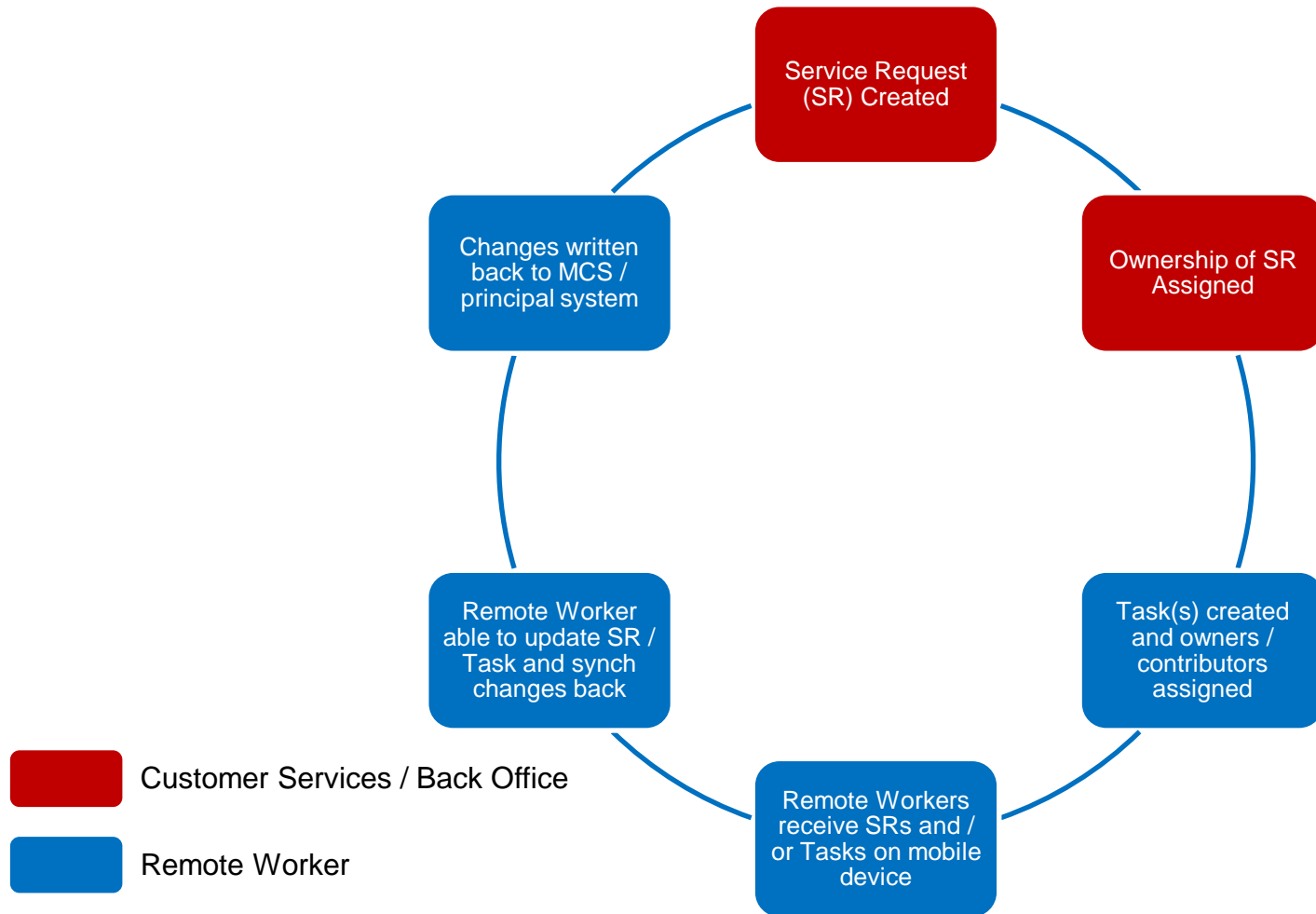
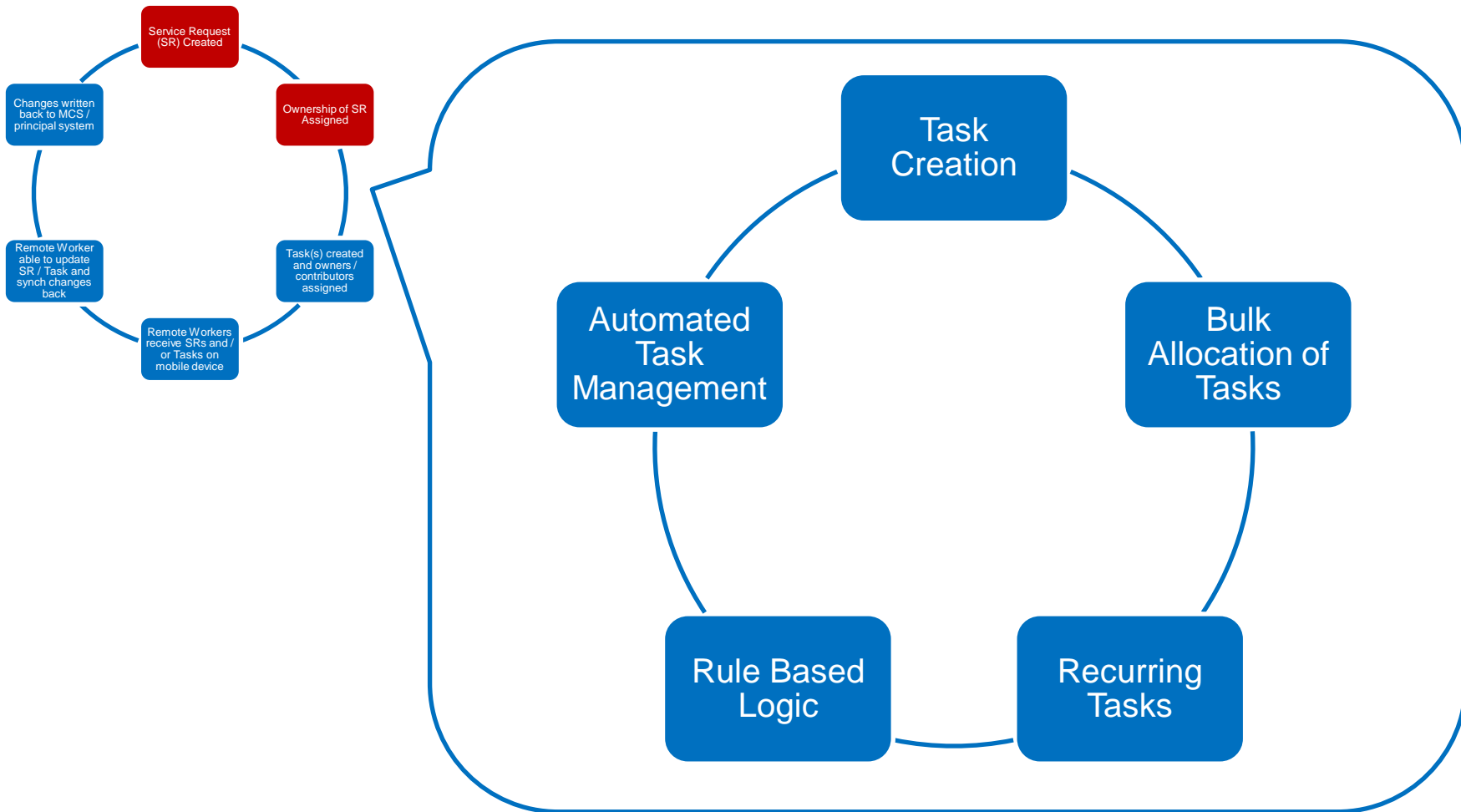*Native App*

Web Portal

Mobile Workers

Customers

Overview of Mobile Worker functionality

Overview of functionality

Mobile Worker Clients

- Stafford Borough Council
  - Street scene remote teams
  - iOS iPhones (now considering Windows tablets)
  - Very positive take up amongst users
    - Ease of use

- Maidstone Borough Council
  - Street scene 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 but MCS does not require 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