Introduction & welcome

Berni Simmons

abavus

How have we built this user community?

Abavus & iTouchVision

- An unswerving focus on UK Public Sector applications
  - 90% of business with UK Public Sector

- Current solutions born in the white heat of austerity & 'post crash' transformation agenda

- Working with 30 plus UK Local Authorities
  - It's been a long hard slog not an overnight success (this is a good thing!?)

- Engaged in transformation & channel shift projects
  - Sharing challenges with our clients and enabling solutions
  - Working collaboratively
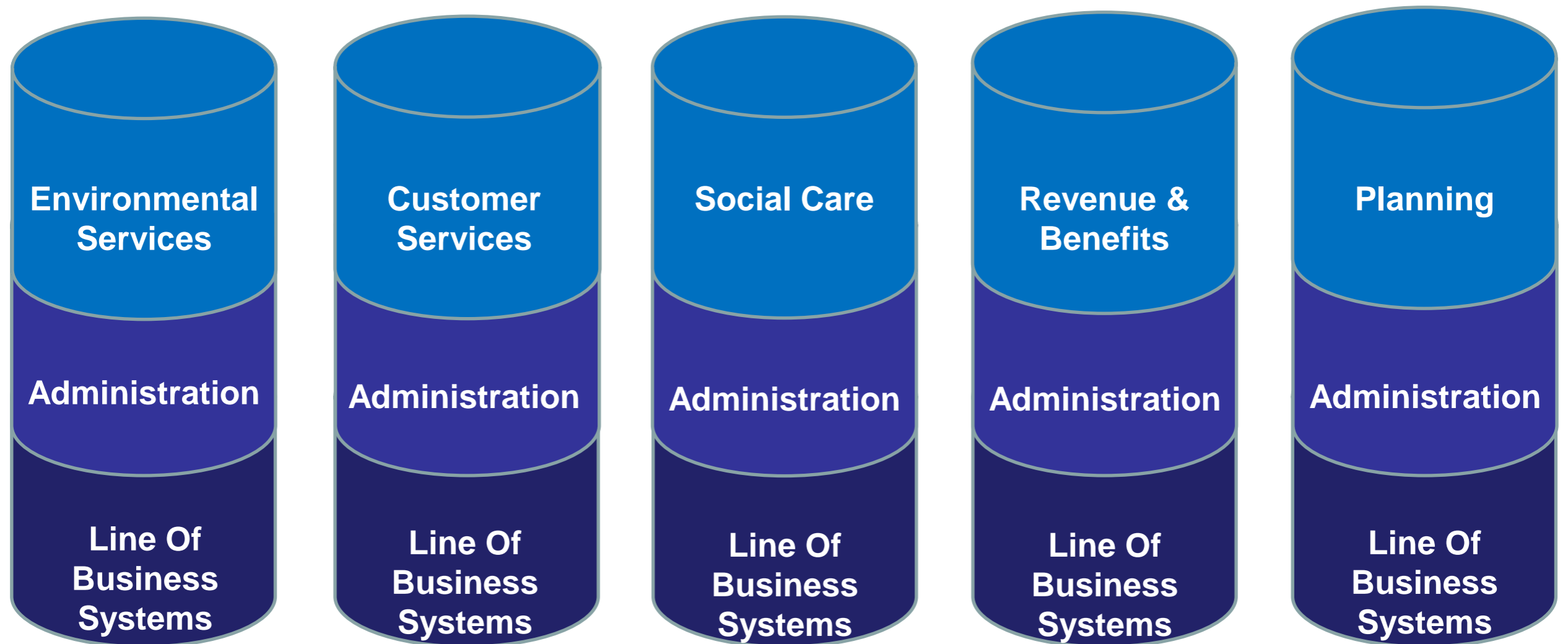 - We've built it with the people in this room

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

How has UK Local Government responded?
The Traditional Model

Environmental Services — Administration — Line Of Business Systems

Customer Services — Administration — Line Of Business Systems

Social Care — Administration — Line Of Business Systems

Revenue & Benefits — Administration — Line Of Business Systems

Planning — Administration — Line Of Business Systems

Fragmented Data, Duplicate Administration, Fragmented System Architecture, Diverged Procedures, High Cost of Ownership

Deep Process Expertise, Specialised Process, Service Specific System Architecture

How has UK Local Govt responded?
The Emerging Model

Enterprise Administrative Support Resource (Customer Services)

| Service Specific Specialists | Service Specific Specialists | Service Specific Specialists | Service Specific Specialists |

| Consolidated System & Data Architecture | Consolidated System & Data Architecture | Consolidated System & Data Architecture |

Radical Departure From 'Salami Slicing' Cost Reductions

Unified Support Processes, Access to Specialist Skills as Required, Unified Data, Lower Cost of Ownership

Where does My Council Services fit?
The Emerging Model

CHANNEL OF CHOICE

Closed Loop Feedback

RULES DRIVEN PROCESS AUTOMATION

Enterprise Administrative Support Resource (Customer Services)

Service Specific Specialists

Service Specific Specialists

Service Specific Specialists

Consolidated System & Data Architecture
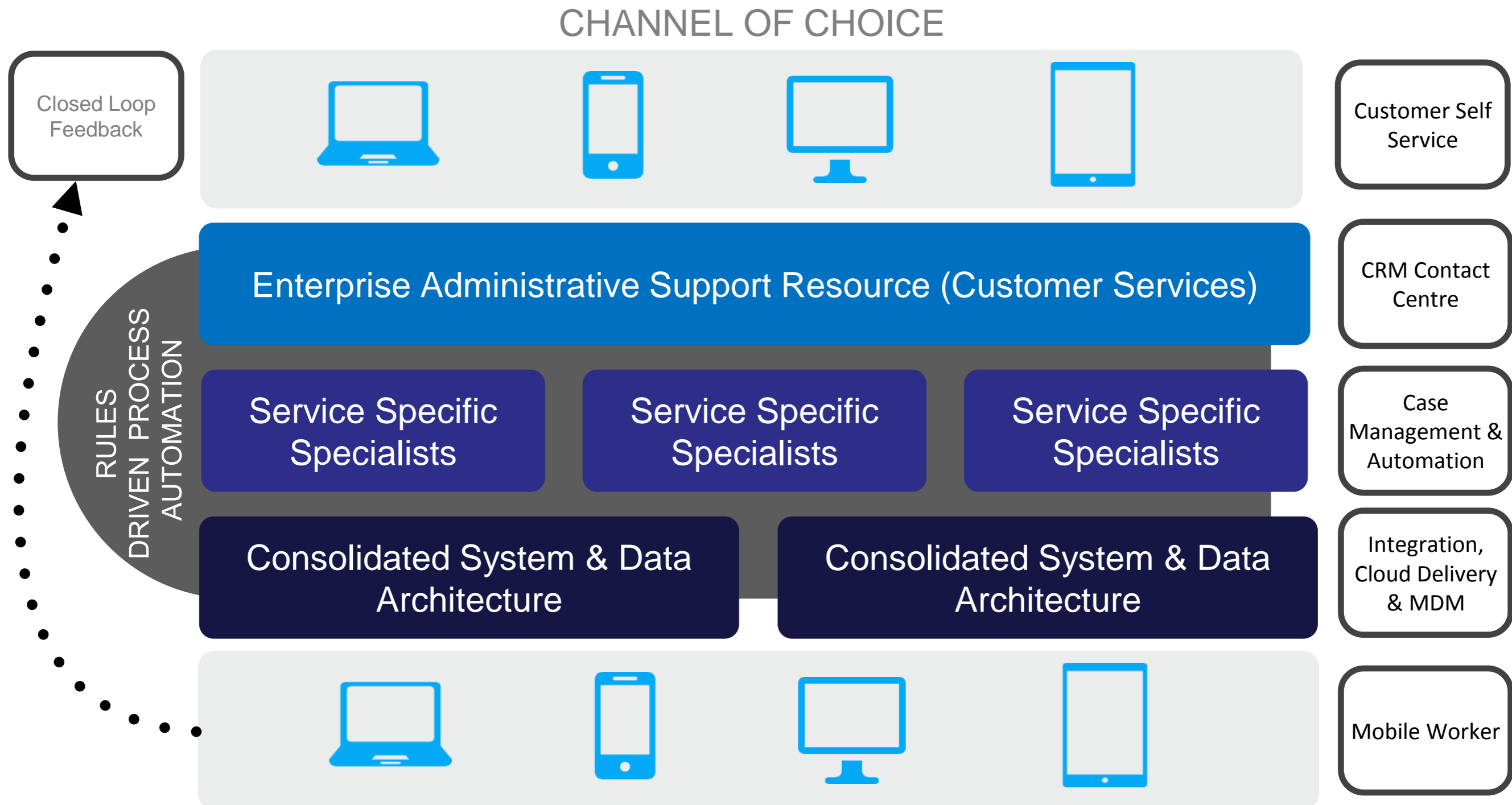
Consolidated System & Data Architecture

Customer Self Service

CRM Contact Centre

Case Management & Automation

Integration, Cloud Delivery & MDM

Mobile Worker

A virtual tour

MCS Data Centre

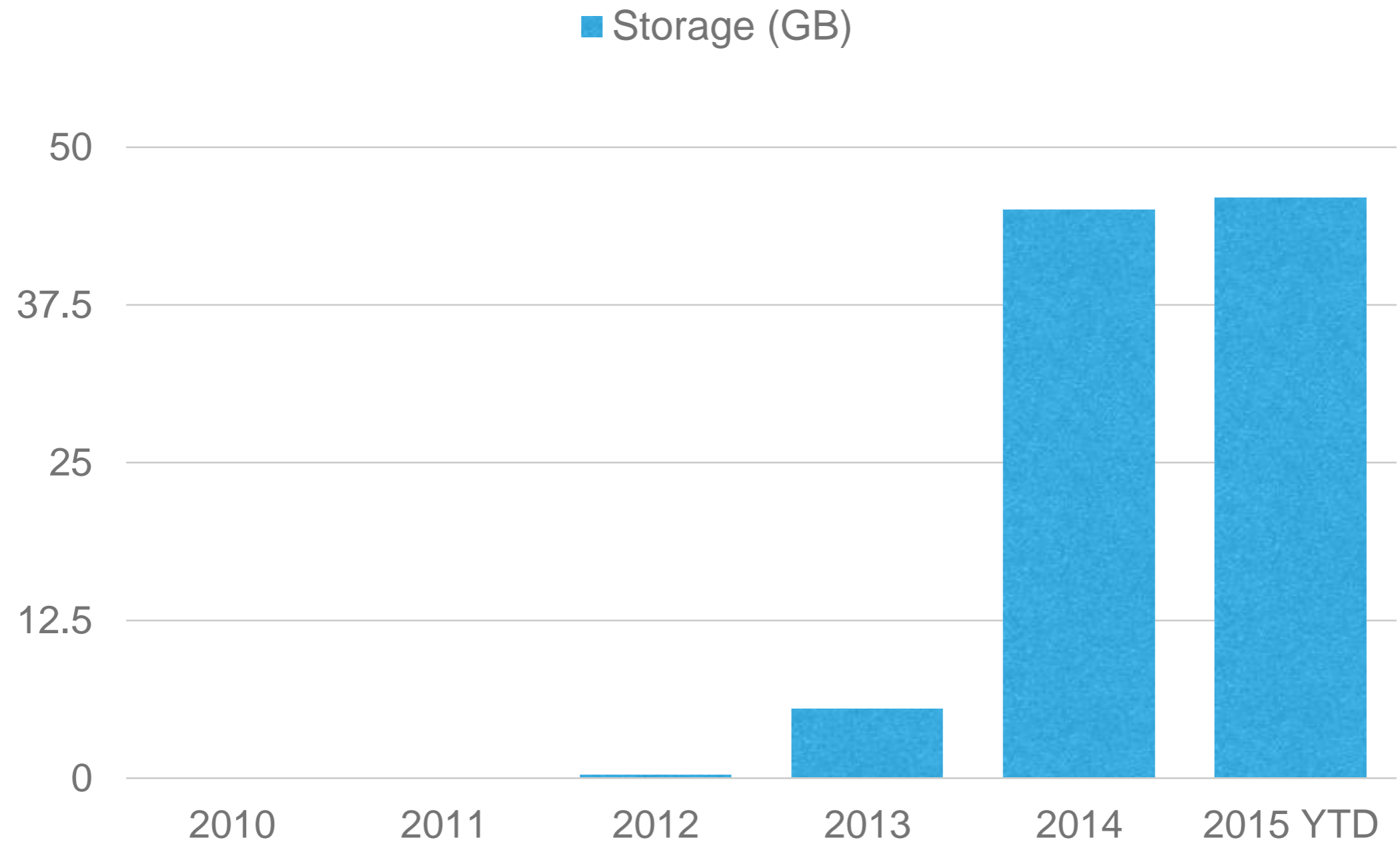# Progress Report and Update for last 12 months

Berni Simmons
Mark Eves

Storage of images
Statistics

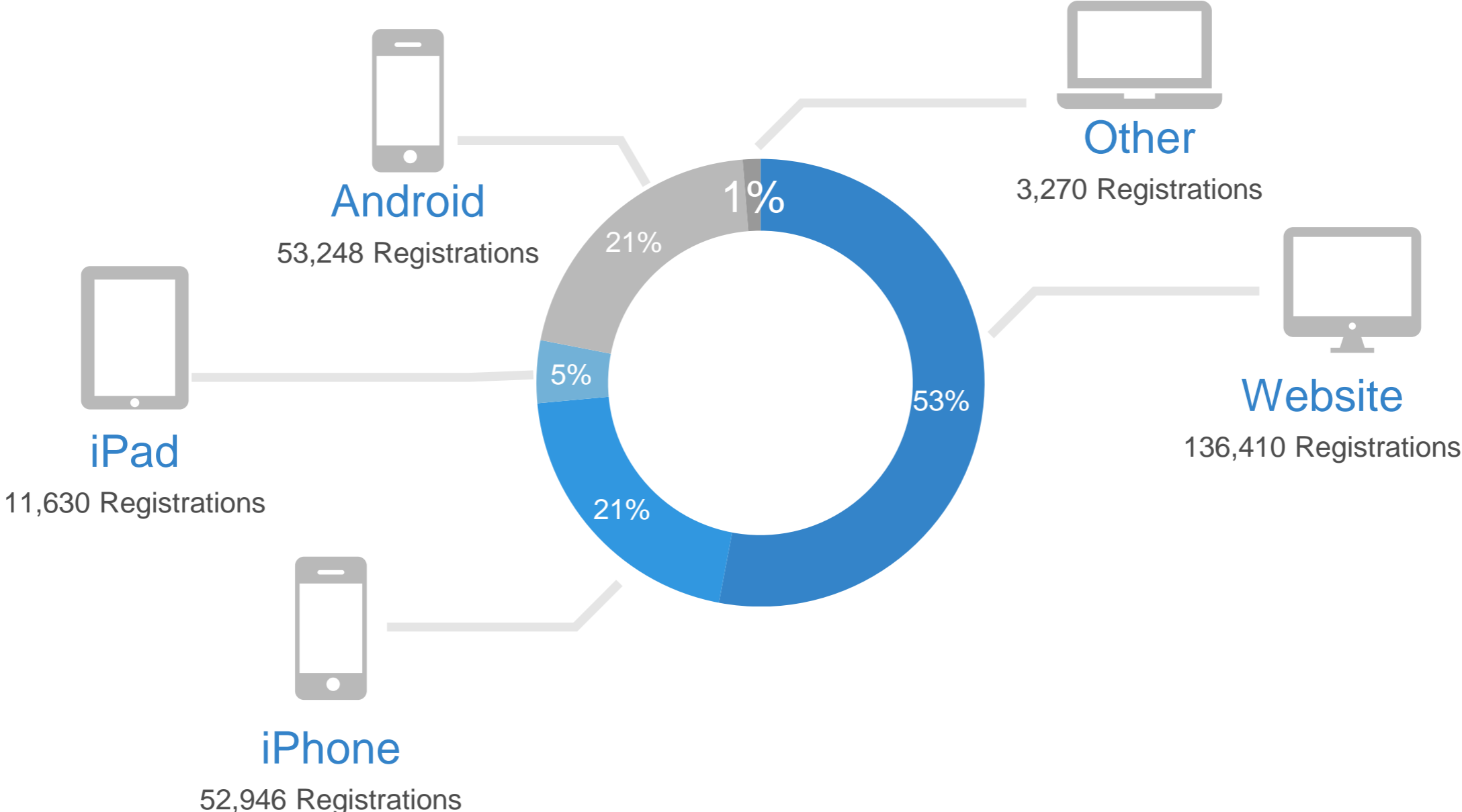# New Registrations | By volume

Statistics

8k

20k

48k

100 k

78 k

2011

2012

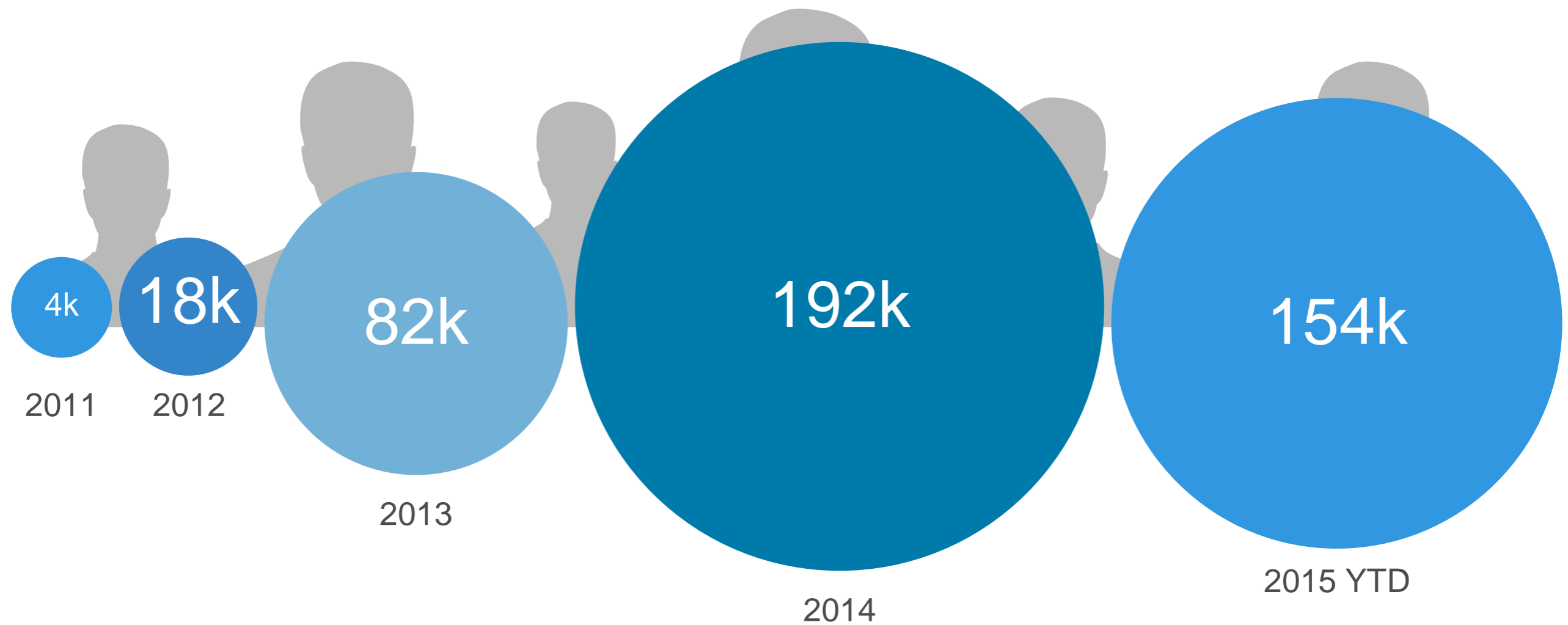2013

2014

2015 YTD

New Registrations | By Device

Statistics

Android
53,248 Registrations

iPad
11,630 Registrations

iPhone
52,946 Registrations

Other
3,270 Registrations

Website
136,410 Registrations

1%

21%

5%

21%

53%

Service Request Submissions | By volume
Statistics

4k
2011

18k
2012

82k
2013

192k
2014

154k
2015 YTD

Service Request Submissions | By device

Statistics

Other
3,270 Registrations

2%

18%

Android
53,248 Registrations

Device

56%

4%

Website
136,410 Registrations

iPad
11,630 Registrations

19%

iPhone
52,946 Registrations