Shaping government for a digital future

abavus

My Council Services Regulatory Services solution

Our Regulatory Services module provides UK councils with an all-in-one digital solution for processing and management of their licencing and regulatory services.

Our Regulatory Services module is a recent, disruptive and exciting addition to the My Council Services enterprise suite. The capability was designed to offer a complete, flexible and dynamic application that can be quickly deployed into a UK council's regulatory operations. This solution acts as a direct replacement for current systems, does not require input and maintenance from a dedicated IT team, and can be fully configured by system administrators with basic training. The Regulatory Services capability accommodates for the full range of related scenarios – licencing, regulations, inspections, enforcements, appeals, environmental health, etc. The module seamlessly feeds into other My Council Services modules and plugins, allowing for harmonised technology across all UK council service areas utilising our platform.

- A complete solution applicable across the full range of regulatory scenarios.
- Can be used as a standalone module, or deployed as part of our enterprise technology suite.
- Provides a 360-degree view of customer details, premise information, transactions and licence history, all from one screen.
- Automated notifications keep customers and council staff updated at each stage of an application's lifecycle.
- Full process automation, including information input by customers, ensures there is no need to re-key information.
- Live timing capability enables council staff to record the effort required to process an application.

Benefits

With increased efficiency and easeof-use provided by our Regulatory Services solution, benefits are realised by both administrative staff and by customers seeking quick processing of their related applications.

- All existing customer applications can be viewed and managed by council staff using the system.
- Enables fully automated customer licence application approval based upon pass or fail criteria.
- Administrators can limit how many licences a customer can have, or how many licences can be made available at any one time.
- Negates the need for paperbased workflow, with digital applications and updates occurring in near real-time.
- Additional payable options can be built into applications to generate additional revenue.



Live Timing

Unique to our Regulatory Services offering, the Live Timing feature ensures fairness of regulation pricing by accurately recording the amount of effort required to process an application.



eForm Rapid Response

Easily customisable My Council Services eForms allow for rapid changes and redeployment of application forms in response to legislative changes.



MCS Module Flexibility

Our Regulatory Services capability connects with our other solutions to provide a fully featured and consistent council platform (eForms, Waste, Back-Office Administration, Customer Self-Service Portal, etc).



Direct Debit Payments

Our system enables councils to generate revenue through several different payment plugins and integration streams, including direct debit.



Features

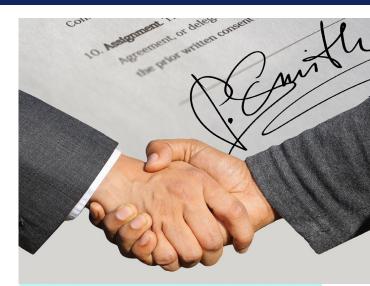
Our Regulatory Services solution provides UK councils with several features tailored for delivering more effective and efficient application services. Examples include:

- In-depth customer view allows administrators to check several aspects of their application before approval (home address, premise, previous licences, etc).
- Information input by customers onto an application is automatically pushed into the back-office system – there is no need to export, print, or re-key their details.
- Automated notifications to keep customers and administrators informed of renewal reminders, sign-up confirmations, etc.
- Configurable prices that can be set as fixed or dynamic, depending on the customer's option selections.
- Administrators can specify whether licences are subject to cancellation, amendment, novation, renewal, and/or termination.
- Ability to renew and update applications in bulk, as well as sending out notifications in bulk

Outcomes and Savings

Abavus is currently deploying the My Council Services Regulatory Services solution for UK councils. As a result, outcomes and savings include:

- Minimal reliance on customer service staff to manually process and manage every lifecycle stage of a licence or application.
- Licences can be quickly created and easily managed without dedicated IT support.
- Secure cloud-based system negates the need for paperbased workflow and costly storage needs.
- Data capture allows for creation of detailed reports, informing future decisions.
- Can be embedded on a council's website or My Council Services mobile app, enabling ease of access and greater revenue generation.



At a glance

Our Regulatory Services solution is ideal for any UK council business areas looking to increase automation, and improve productivity and efficiency.

- Fully compatible with all major browsers on both mobile devices and computers.
- Security features built as standard to ensure safety and security of customer information.
- Multi-language functionality to accommodate for different languages spoken by customers.
- Has a wide range of customisable capabilities, addressing any UK council's regulatory requirements.
- Can be used for both internal and external regulatory processes.
- Seamless integration with our sophisticated rules engine, automating workflow for back-office staff.
- Fully compatible with all major merchant service providers and direct debit solutions.

To arrange a demonstration or introductory call with an Abavus Transformation Specialist, please contact info@abavus.co.uk