

# 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 ease-of-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 paper-based 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 re-deployment 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 paper-based 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](mailto:info@abavus.co.uk)**