My Council Services Information Compliance Suite

Our Information Compliance suite offers a fully digital AI-supported system for the processing and management of Freedom of Information, Subject Access, Environmental Information, and Compliment / Complaint requests.

Our digital solution enables customers to submit information requests that are analysed and managed within our system in accordance with relevant legislation. This includes request creation, initial AI-supported analysis, task management, and resolution. Our solution provides a single repository for all information requests, separated by type. This safe and secure case management system saves time and resources, upholding organisation reputation via the efficient handling of information requests.

- Digitally submit requests for information online.
- Accurately record the time and effort required to process requests.
- Manage legislative and non-legislative requests in one system.
- Create and manage tasks for all relevant personnel.
- Leverage AI technology to accelerate processing and resolution.
- In-depth analytics to improve business processes.

Benefits

- AI-supported analysis enabling rapid request summary generation.
- Pre-configured templates enable fast turnaround of information gathering and correspondence between relevant parties.
- Automatic chase-up notifications for relevant parties to ensure legislative service level agreements are not breached.
- Integrates seamlessly with other My Council Services customer-facing modules, offering an all-in-one digital solution for councils.
- Multiple security features to validate customers, including multi-factor authentication.

At a glance

- Configurable access permissions for users ensures data can only be accessed by designated individuals.
- Fully General Data Protection Regulation (GDPR) compliant, with Cyber Essentials and ISO27001 accredited security.
- Built to conform with Web Content Accessibility Guidelines (WCAG) 2.1 AA as standard.
- Multi-language functionality available.
- Accessible from all popular web browsers (Chrome, Firefox, Edge, Safari, etc).
- All data and information held within the UK.

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

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