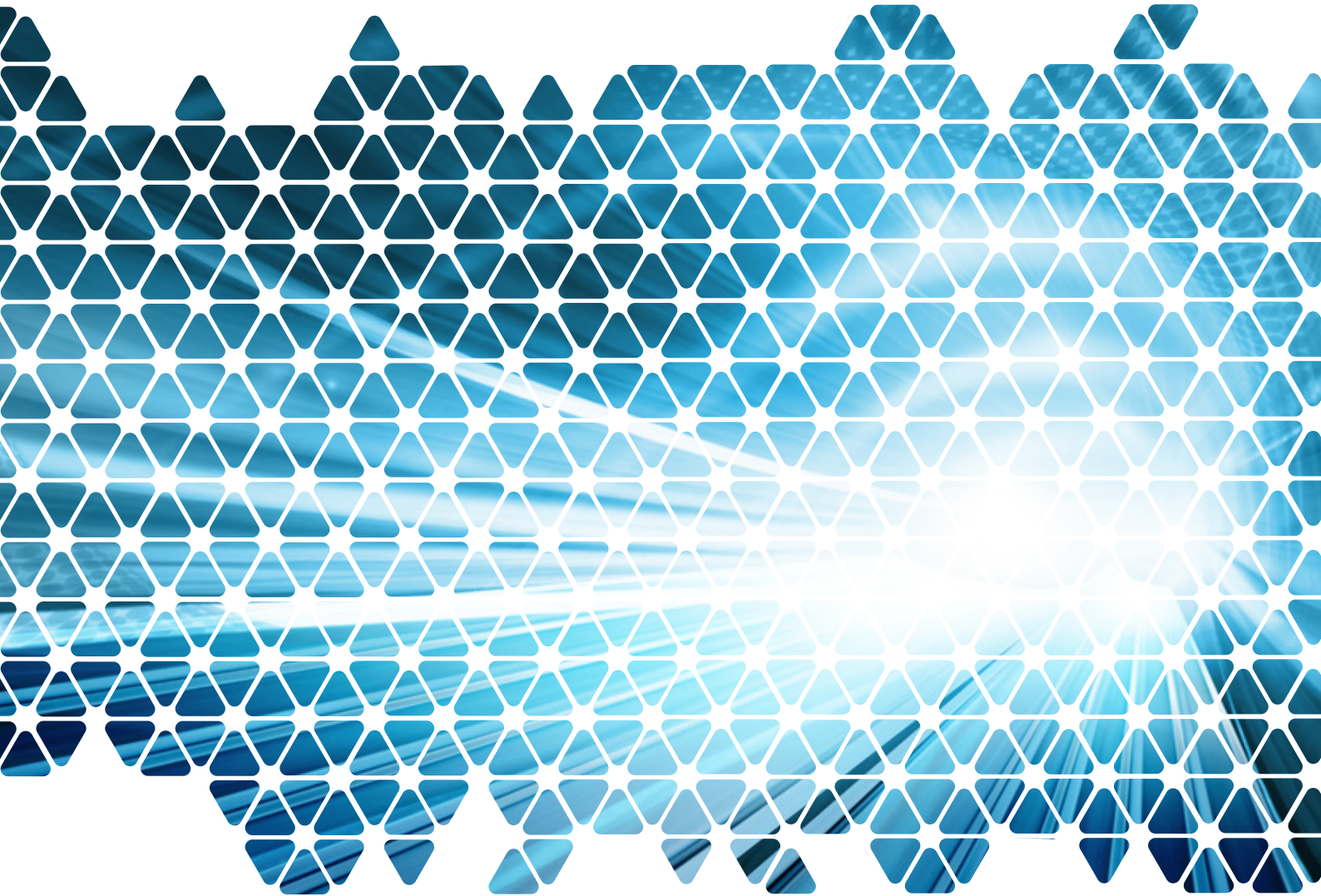


# CIVICA

Transforming the way you work



## Digital360

Transforming service delivery for the  
**citizen of today and tomorrow**

Eastbourne Borough  
Council is saving

**£5m**

over 10 years



AccessNI transform from  
a 100% paper  
based model to  
a full digital  
service



Harrow Council deal with

**91%**



of requests, from all channels, at  
first point of contact

One of the many challenges facing local authorities today, is how to deliver a **future proofed digital strategy** that meets the evolving demands set by their **customers** within the confines of **reducing budgets**.

This challenge is not being addressed through channel shift - "Digital transformation is not simply about moving existing services online" (Kable 2015). To fully respond to the digital agenda, **local authorities need to go beyond channel shift** and deliver a 360 degree approach to service delivery.

As a trusted partner, Civica is helping local authorities embrace true end-to-end digital transformation with **Digital360; digital transformation that delivers tangible savings, increased efficiencies and improved customer satisfaction**.

### Transforming service delivery for the citizen of today and tomorrow

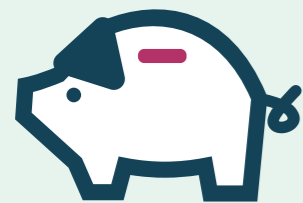
Local authorities need to **understand and deliver services their customers want**. To achieve this local authorities need to effectively capture data and information from a number of channels. This information needs to be processed into the back office to deliver the required fulfilment. Customers then need to be kept informed through efficient communication to help reduce avoidable contact. In addition, management require enriched business intelligence to help further understand their customer's needs and manage the demands on their services effectively.

**Digital360** effectively **captures, delivers** and **communicates** interactions and requests from customers, employees and partners. As a future proofed solution, **Digital360** is helping local authorities transform service delivery for the citizen of today and tomorrow.



CAPTURE	DELIVER	COMMUNICATE
<p>A multi-channel solution that effectively captures data and information from all customer and employee interactions</p> <ul style="list-style-type: none"> <li><b>Self-service</b> A multi-channel portal helping customers to raise, track and update service requests anytime, anywhere and on any device</li> <li><b>Digitally assisted</b> Providing customer service advisors a holistic view of the customer to resolve requests at first point of contact</li> <li><b>Council worker</b> Improving community engagement by delivering real time end-to-end services for mobile workers</li> </ul>	<p>Seamless front-to-back office integration ensuring every interaction is processed efficiently and effectively</p> <ul style="list-style-type: none"> <li><b>Process re-engineering</b> Re-designing and digitising business processes to help transform service delivery</li> <li><b>Workflow</b> Streamlining processes and implementing best practice</li> <li><b>Automation and integration</b> Achieving end-to-end service delivery by efficiently automating and integrating interactions into line of business systems</li> </ul>	<p>Empowering customers to reduce avoidable contact and enriching business intelligence for improved decision making</p> <ul style="list-style-type: none"> <li><b>Monitoring &amp; notification</b> Giving customers, employees and partners real time updates and tracking via their preferred channel - providing the complete 360 degree service delivery</li> <li><b>Analysis &amp; reporting</b> Enriched analysis and reporting to help management further understand customer's needs and put in place meaningful service demand management strategies</li> </ul>

### Digital360 delivers... Tangible savings



**South Hams & West Devon Councils** reduce operating costs by 25%

**25%**

**Denbighshire County Council** improve services while saving £1.4m

**£1.4m**

### Digital360 delivers... Increased efficiencies



**Blaenau Gwent County Borough Council** reduce processing times from 24 to 6 days

**6 days**

**NI Direct** deliver the next generation of digital services in N.Ireland reducing calls by 25%

**25%**

### Digital360 delivers... Improved customer satisfaction



**Spelthorne Borough Council** handle 3 months of customer contact in 10 days

**10 days**

**South Kesteven District Council** rapidly deploy end-to-end digital services in 6 weeks

**6 weeks**

# CIVICA

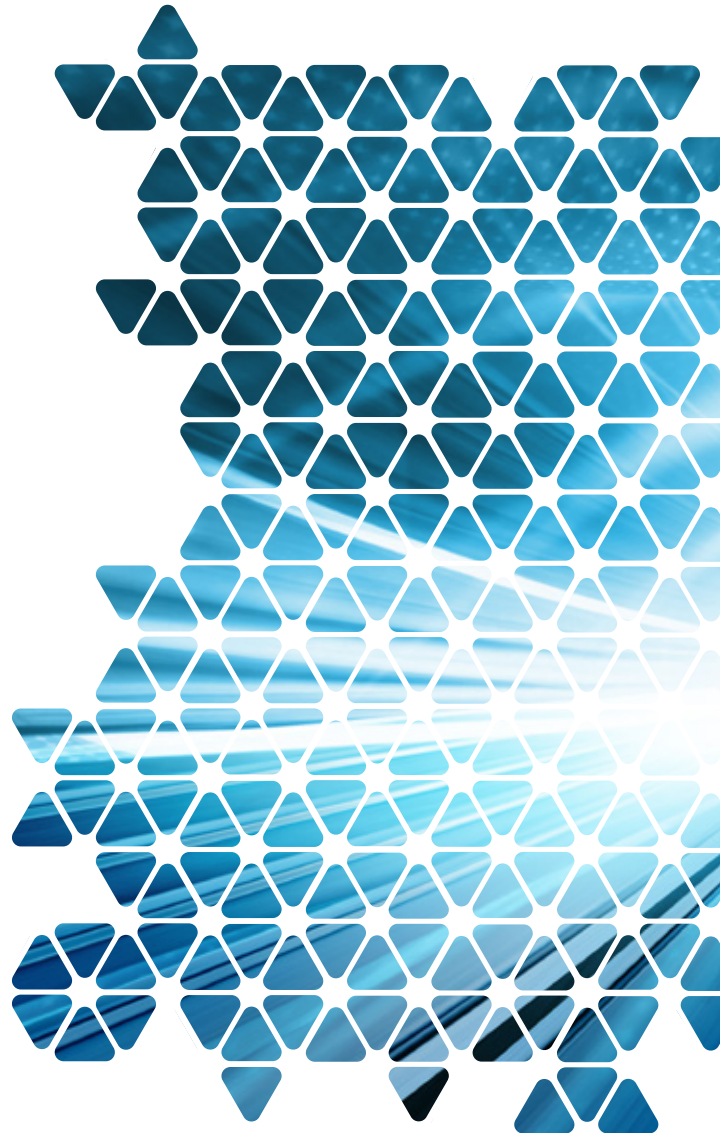
Transforming the way you work

## Contact us today to start your digital journey with Civica

0113 244 1404

[digital360@civica.co.uk](mailto:digital360@civica.co.uk)

[www.civica.co.uk/digital360](http://www.civica.co.uk/digital360)



### Why Civica?

#### People

Knowledge, integrity and action are the values we live by - it's the **people of Civica and our culture** that really sets us apart



#### Expertise

We have an unprecedented level of experience. Our **expertise and proven capability** continues to deliver customer success



#### Heritage

Civica has a heritage steeped in helping organisations **deliver operational and process efficiencies**



#### Trusted partner

We are a trusted digital partner with **1 in 3 UK local authorities** using our digital solutions

