Digital360 EDM

Secure and efficient management of the document lifecycle

A scalable solution to help you capture, deliver and communicate more effectively.

Digital360 EDM is a cloud-enabled, scalable Workflow and Electronic Document Management solution that securely manages the document and data lifecycle. With it you can capture documents, data and information, deliver them across the whole organisation and then automatically communicate the outcome back to the customer.

The solution combines EDM functionality with powerful automation, intelligent low-code workflow and a fast, intuitive and consistent user experience to empower your employees and streamline business processes. Digital360 EDM's seamless back-office integration will transform service delivery, reduce costs and improve operational efficiencies.

Efficient and simple to use

The cloud-enabled solution uses the latest secure technologies and can be accessed via a browser on any device. Its simple and intuitive interface means users can search and retrieve records and caseloads quickly and efficiently. Automation ensures the right information is delivered to the right person at the right time, for efficient service fulfilment.

Supporting your whole organisation

Digital360 EDM features a suite of applications, designed to meet the case-management needs of specific service areas or departments, that can be scaled-up to support an entire organisation. Cases, tasks, documents and data are handled efficiently across the organisation, passing between employees and integrating with back office systems to achieve increased responsiveness and productivity and reduce reliance on paper records. Data and documents are disposed of in compliance with your retention schedules and data protection regulations.

The flexible and scalable solution covers over 45 different service areas such as:

- Revenues & Benefits
- Planning & Building Control
- Environmental Services
- Housing
- HR & Payroll
- Blue Badge
- Licensing
- Finance
- Social Care
- Education
- Welfare Support.

Increased efficiencies

Tangible savings

Improved customer service

Main benefits:

- Supports digital, customer service and cloud strategies
- Improves user experience
- Increases productivity, efficiency and resource utilisation
- Automates and streamlines end-to-end processing and service fulfilment
- Creates paperless processes to reduce and reutilise storage and office space
- Reduces errors, misfiling, loss and damage
- Provides multi user access and remote working capabilities
- Enables you to meet stringent service processing targets
- Ensures compliance with information governance and data protection requirements
- Analyses service performance and manage resource demand.

Top reasons for choosing Digital360 EDM

Flexible and scalable

The solution can be used to support a single department, or scaled up to underpin an entire organisation, with features and capability designed for each business area.

Simple and intuitive user interface

Users can access critical information from different locations and complete work quickly and efficiently, thanks to our software's intuitive user interface and a responsive, agnostic design.

Demand management

The software will help you improve customer satisfaction and better manage the evolving demand on council services. The extensive enterprise search and accurate real-time back office integration mean customer enquiries and requests can be dealt with promptly and efficiently.

Powerful workflow and automation

Digital360 EDM can reduce processing times by at least 25%. Streamlining and automating business processes delivers service efficiencies and strengthens transformation. Our workflow tool drives consistency and improves support for employees from front to back office.

End-to-end service fulfilment

Get the most from your investment with our optional Web Service and API integration, which provides seamless integration to back-office systems. This real-time information is presented in a single user interface to enable end-to-end processing and faster fulfilment of customer requests.

Informed and accurate decision making

Deliver effective insight and comprehensive reports and management information, with our rich reporting features.

Available in the cloud

Digital360 EDM is available in the cloud, providing flexibility, operational efficiencies, cost savings, reduction in risk and improved governance.

> " Civica's Digital360 application suite is playing a key part in delivering our 'Digital Denbighshire' vision."
>
> **Kelly Waterfield**
> Digital Records Bureau Manager,
> Denbighshire County Council

Key features:

- ▶ Flexible and scalable solution
- ▶ Available in the cloud
- ▶ Simple and intuitive browser and device agnostic user interface
- ▶ Secure and efficient management of document and data lifecycle for GDPR compliance
- ▶ Comprehensive document and case management
- ▶ Configurable low code workflow to streamline and automate business processes
- ▶ Dashboard and enterprise search provides rapid access
- ▶ Automated caseload management, allocation and prioritisation
- ▶ Dynamic online help function
- ▶ Flexible back-office integration provides a single customer view
- ▶ Stringent security, audit and reporting facilities
- ▶ Uses the latest technologies to future-proof your investment.

Book a demonstration ▶