CASE STUDY

CITY OF YORK COUNCIL

A big win for digital transformation

Savings realised within 3 months and information never previously available being used to make service improvements.

- Target of £200,000 savings per annum
- Over 1,000 digital transactions per week
- >35% reduction in phone calls
- 80% of all calls answered within 20 seconds

GOVTECH
EVERY CITIZEN MATTERS

ABOUT CITY OF YORK COUNCIL

- Around 90,000 chargeable dwellings
- Over 6,500 NDR accounts
- Around 25,000 students
- Around 4,000 new HB/CTR claims per annum

BRIEF

Implement a digital transformation initiative that will enable the City of York to support and automate online transactions in order to reduce manual effort, minimise unnecessary customer interaction, exploit information to improve business functions and in turn, deliver much needed savings for the council.

SOLUTION

A key initiative in Plymouth's wider Strategic Digital Transformation Programme was to improve its Council Tax self-service facilities for citizens and facilitate automation between the front-end web forms and its Capita R&B system. Increasing the rate of online self-service and automating transactions would free up contact centre and other staff to focus on more complex cases and vulnerable citizens.

RESULTS

> The remarkable thing about webCAPTURE is the speed of implementation, which is extremely quick - we were realising savings and other benefits within 3 months of going live. You really don't need to worry about back office integration and automation. The eCAPTURE and webCAPTURE services work extremely well.
>
> David Walker, Head of Customer & Exchequer Services and Digital Service Project Lead

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> webCAPTURE enables us to look at our business in new ways by giving us information we didn't have before; we can see which transactions are not automated and why. That enables us to amend our business rules where needed to eliminate unnecessary checks and other interventions.
>
> Paul Sanderson, Revenues Manager

Introducing a new channel

One of Paul's objectives was to reduce the effort consumed in trying to contact people who didn't want to be speak to the council. webCAPTURE was able to indirectly help with this as the contact information it collected enabled the council to communicate with citizens in new ways, including via SMS and email.

One example of resources saved was in **Recovery**.

"SMS linked to online special payment arrangements, saves wasted time on fruitless telephone calls and increases our Recovery capacity."

8
vacant posts in CSC and Revenues withdrawn

£200,000
savings per annum achieved

Over 1,000
digital transactions submitted per week

>35%
reduction in phone calls achieved

80%
of all calls answered within 20 seconds

100%
Housing Benefit and CTR claims submitted online

SMS & Email
communications introduced for citizens

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ABOUT GOVTECH

Govtech is a trusted partner for its many UK local authority customers. As experts in digital process automation, we help councils to maximise returns on investments in online services, Customer Experience and Customer Relationship Management systems. Our hosted solutions integrate with all mainstream Revenues and Benefits systems and automate processing of online Revenues and Benefits transactions.

We track and monitor the automation rates, review these with customers and compare them with others. This helps you achieve more by freeing up skilled resources that are lost to manual checking and processing. As budgets tighten, demand and expectations grow and resources are stretched thinner, you're being asked to do more. Whether you use NEC Revenues & Benefits (previously known as Northgate), Capita or Civica, our end-to-end eCAPTURE and webCAPTURE digital process automation services will help you to bridge the gap.

All standout digital transformation success stories begin somewhere...

No matter what your starting point is, get in touch and our team will arrange an informal conversation to understand what improvements you want to make and why, explore ways digital process automation may be able to assist and, if you need it, provide help to write a business case based on achieving those goals.

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