



Gandlake

A unique approach to **service delivery** allowing your customers and partners to **interact** with you **online** through a **single identity**.

Why choose Gandlake's Council-wide Solution?

Citizen self-service will be a key aspect to reducing Local Authority administration costs over the next five years. By letting the citizen take an active part in administering their own requests the Authority can focus much more resource on service delivery.

Citizens are now fully supportive on many online services, retail banking being the most reasonable example for Local Authorities to follow.

Suppliers are often a major burden on the administrative resources of the authority. Social Landlords, Bailiffs, Stationary, Dry Goods, Catering and many others are consistently confirming delivery and invoicing for goods and services.

- » Council-wide web service
- » Migration to the web
- » Focus staff on service delivery
- » Reduce administrative costs

Partners need information about citizens and resources in order to help deliver services. Even though much of this communication is now being handled by email, this still requires council staff to read and respond.

Processing requests for services, providing information on a status, dealing with a claim and providing historical information for citizens take up an enormous amount of staff resource.

Local Authorities spend on average £9 for a face-to-face discussion with a citizen, £5 for a telephone conversation and about £5 for postal correspondence. All of these channels will

see less use if the Authority provides an online self-service channel that is available 24 hours a day and is considered more convenient for the citizen.

Gandlake provides a set of hosted web services and software applications for every department within an Authority that provide self-service facilities for its citizens and customers. Our web services are implemented to look and act like your website and they prevent the problems of having to create an online service for each individual department.

Gandlake's suite of hosted web services is made up of Gandlake Federated Access, Citizen's Account, TransAct and LaserServe.

Gandlake's Federated Access module enables councils to consolidate the authentication of online customers. Once a customer has been identified through the validation of an ID and password, sensitive information from all the council's online services can be accessed through a single login.

It allows the authentication service to be integrated with the council's website, Local Land and Property Gazetteer and CRM system. Customer information can then be shared to improve the service provided.

Citizen's Account provides a secure online personal account for each citizen with extended access for your customer service team. Citizens use it to request services, track progress, access information about past services and view any related documents.

TransAct is an application which provides e-forms to Citizen's Account as well as your public website. Each e-form is prepopulated

from within Citizen's Account. If an e-form is being completed via the public website the form data can be validated as required. TransAct then creates a transaction from the data on the form and submits it to the appropriate application for processing.

LaserServe is an electronic document composition, print, and delivery management system. It provides the path for moving data from the business applications to the secure portal. It also provides a means of reducing the cost of printing by suppressing print for online documents and making the printing of postal documents much more efficient.

When combined with Federated Access, Citizen's Account and TransAct, LaserServe provides the self-service platform that can significantly reduce the cost of administration for any Local Authority.



Key Benefits

Council-wide web service

This single service provides every department within the authority with an online self-service presence, reducing the cost and risks associated with integrating multiple silo specific web solutions.

Migration to the web

Making self service for the citizen as user friendly as possible, through easy sign up, single login to all services and simple and convenient screens means maximum user take-up and maximum self service. Self service means the customer becomes the administrator, initiating, tracking and closing their own service requests.

Focus staff on service delivery

Removing the administrative burden enables staff to focus on delivering the highest quality service rather than spending too much time “processing” the service.

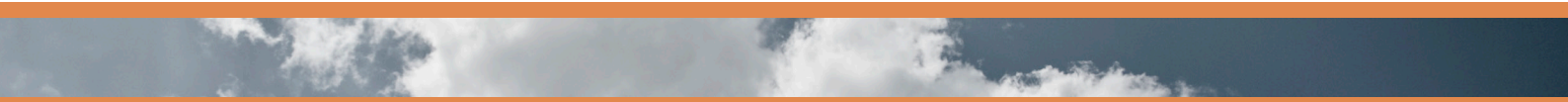
Integration of the online world with the current administrative systems can start today. You already have the web infrastructure in place. The key is to harness it to reduce costs. Every Self-Service transaction will start saving your budget and increase the efficiency of your service.

If you begin your transition to Self-Service today you can begin saving today and you can realise significant ongoing cost savings during the 2011-2012 financial year. Just when you will need it.

Reduce administrative costs

Self-Service is a strategy that will enable your Authority to deliver more services for less cost, starting the transition now will provide your Authority with the capability before your budgets are cut.

Many studies show a significant reduction in the cost of transactions when processed over the web. Web transactions that are fully integrated with the business application can cost an authority around 50p where the same transaction handled through the post or in person can cost between £5 and £9.





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Over the web – faster, better, simpler

Why use Gandlake?

Gandlake has been providing local authorities with cost saving IT solutions for nearly 40 years and is now helping over 25% of all UK councils make substantial savings across the board.

Gandlake's solutions are unique and sit across your entire IT infrastructure, linking all your back office systems, so there's no need to buy multiple expensive silo solutions from each back office provider.

It also means you can develop a true corporate wide solution so your citizens, suppliers, landlords and partners can access all your services through a single ID and password. One authentication process and one entry point to all the information you choose to make available.

The City of Edinburgh, Croydon, Lewisham, Northampton, Harrow and Sutton are just some examples of councils saving money using various modules of our corporate-wide ePresentment solution.

If you are looking to significantly reduce costs, want a solution that is available now and can be deployed extremely quickly please call us on 01635 524404 or visit www.gandlake.com.

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