



Citizen's Account

Housing and Council Tax Benefits

Benefits Administration Help Has Arrived

Every year Local Authorities receive hundreds of thousands of telephone enquiries regarding revenues and benefits.

Citizen's Account has been specifically developed to help Authorities embrace the continued drive for Transformational Government and customer-centric services, as laid out in both the Gershon and Varney reports.

It enables Citizens, Customer Services, Citizens Advice Bureaus and Social Landlords alike to securely view detailed Benefit information online 24 x 7, improving both channel choice and equality.

It delivers a balanced approach to self-service and call centre activity, enhancing telephone-based contact, and solves the information access constraints Local Authorities face every day by migrating back office information to the front office.

Specifically, Citizen's Account's online benefits administration helps:



Enhance Customer Service:

- Empowering your call centre to see detailed benefits information results in enquiries being resolved quicker and more efficiently, at first point of contact, and with less reliance on back office staff or systems.
- Extending access to agencies like the Citizens Advice Bureau and information to Social Landlords dramatically reduces the turnaround times for information requests and provides claimants with a seamless service.



Drive Down Costs:

- Recent research by Deloitte indicates that the savings from a well-managed channel optimisation project can be as high as 15 to 25%. Providing self-service access helps drive down traditional channel costs by reducing the overall number of telephone and face to face queries.



Reduce Carbon Footprint:

- As more citizens migrate to your online and electronic channels your organisation will enjoy a reduction in print, postage, labour and infrastructure costs, reducing your carbon footprint and achieving an over all greener customer communications strategy.

SUPPORTED SERVICES

ID Management



Council Tax Benefits

NEW!



Housing Benefits

NEW!

Council Tax

NNDR

Housing Rents

Pensions

SUPPORTED APPLICATIONS

Northgate

Academy

IBS

Anite

Civica



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Citizen's Account provides a common e-Presentation platform for all of your account-based applications including **Housing Benefits** and **Council Tax Benefits, Council Tax, NNDR, Housing Rents** and more.

It provides easy integration to any back office database, future proofing your investment and freeing you from vendor lock-in, and can extract data from the widest range of back office systems bar none, from suppliers including Northgate, Academy, IBS, Anite and Civica.

Perhaps more importantly it helps break down the information access barriers of back office silos faced by Local Authorities today and integrates front and back office functions.

Tangible Savings from a Hosted Service

Despite common misconceptions about the capital cost of building electronic channels, customers find Gandlake's online services quick and easy to set up.

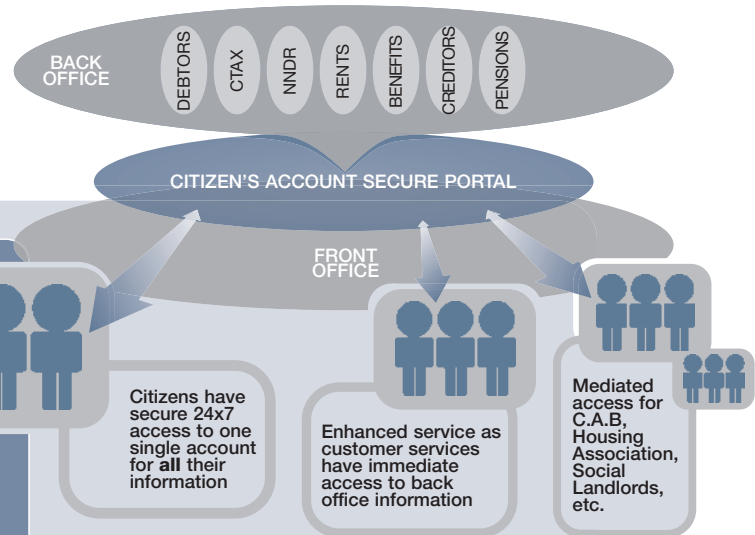
"By offering this functionality as a fully managed service, Gandlake is able to provide Authorities with the ability to offer their services online at a much more affordable price."

Butler Group

This is principally because Citizen's Account is securely hosted, which financially de-risks the service by removing exposure to upfront capital expenditure, removing maintenance costs, and minimising impact on your IT infrastructure.

Additional Benefits

- By providing secure access to staged information your Citizen's Account e-Presentation Platform is live and working even at times when your back office isn't.
- 24 x 7 online access means a huge increase in virtual office hours from 1925 to 8764 per year – an increase of up to 74% at a very affordable price.



Waiting to see what happens with Government Gateway?

With Citizen's Account there's no risk. We already provide services for Councils who are committed to Government Gateway and for those who are undecided when to implement in the future.



Can your supplier match Gandlake tick for tick?

We would be very pleased to talk to you about optimising electronic channels, and would encourage you to consider the table below when deciding which direction to take next.

	Gandlake	Other supplier
Pedigree		
Is the service no/low risk ie. demonstrable/proven?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is the system already used by high profile organisations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does the supplier have a solid reputation in the LA arena?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is the supplier an expert in e-Presentation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ease of Deployment		
Can the solution be rapidly deployed "out of the box"?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can it be deployed with minimal resource?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Security		
Is it hosted in a secure environment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does it offer disaster recovery and service continuity?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are recipients authenticated to L1 specification?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is it secure and account based?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does the service provide varying levels of Customer Service user access without additional cost?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your supplier offer a secure upload facility?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer Services Benefits		
Will it help ease the pressure on Customer Service staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can the service help reduce costs?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can the service help improve efficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can it help relieve pressure on the back office?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can the access screens be developed to look like the council website?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does it provide out of office access for the citizen?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is it easy to use?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Citizen Benefits		
Can citizens access the service 24 x 7	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can citizens print their own statements and demands?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can the information be seen through one consolidated account?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does it offer citizens an enhanced service and a greater choice of communication channels?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is it intuitive and easy to use?	<input checked="" type="checkbox"/>	<input type="checkbox"/>





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Gandlake... experience counts

Established in 1971, Gandlake helps businesses and the Public Sector improve efficiency and customer service by integrating electronic channels and web technologies into the traditional channel mix, streamlining their customer communications and document strategy.

We lead the market in e-Presentation solutions to Local Authorities and with over thirty five years experience in central and local government our ground-breaking systems are the choice of 25% of all Local Authorities.

We know that successfully deploying electronic channels depends not only on implementing the most appropriate technology, but also actively promoting services and encouraging customers to exploit them.

Gandlake's standard implementation includes practical help and advice on Adoption Marketing based on considerable user experience and industry best practice.

As Gandlake provide your organisation with fully branded screens these can be developed to your specification, giving you the potential to optimise customer contact and use space to promote your services. We can even advise on screen design to help maximise take up and repeat usage.

Local Authorities that already use Gandlake products and services include:

Bath & North East Somerset Council	London Borough of Hammersmith & Fulham	Northampton Borough Council
Berwick-upon-Tweed Borough Council	Haringey Council	Northumberland County Council
Blackpool Borough Council	Hartlepool Borough Council	Metropolitan Borough of Oldham
Bournemouth Unitary Council	Wycombe District Council	Preston Borough Council
Bridgend County Borough Council	Kingston upon Hull City Council	London Borough of Redbridge
Bury MBC	Ipswich Borough Council	Rhondda-Cynon-Taff CBC
Ceredigion County Council	London Borough of Islington	Sefton MBC
Chester City Council	Royal Borough of Kingston-upon-Thames	Solihull MBC
The City of Edinburgh Council	Lancashire County Council	City of Stoke-on-Trent
Dartford District Council	The City of Liverpool	London Borough of Sutton
Doncaster MBC	Corporation of London	Tandridge District Council
Dorset County Council	Borough of Macclesfield	South Tyneside MBC
Metropolitan Borough of Dudley	North Yorkshire County Council	Metropolitan Borough of Walsall
East Hertfordshire District Council	Neath Port Talbot CBC	Warrington Borough Council
London Borough of Ealing	North East Derbyshire District Council	Worcestershire County Council
London Borough of Hackney	Newcastle-under-Lyme Borough Council	

Gandlake – theorganisationorganisation

Citizen's Account is the e-Presentation module of a much wider range of services available through Gandlake's Enterprise Layer (GEL) – a non-silo solution specifically designed to help Local Authorities access, organise, share and store back office information across the entire organisation and with its customers, employees and partners.

Other customers include Centrica, EDS (DWP), Communis plc, Nationwide Building Society, Coventry Building Society, Mellon Bank, MOD, Logica CMG, Principality Building Society, Pitney Bowes Managed Services and Fujitsu (HMRC).

For further information:

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