

# Council-wide Solution at Harrow

As part of the authority's Transformation Programme, the objective is to encourage as many of their citizens as possible to use Citizen's Account as the way of interacting with the local authority. This may simply be to review their account details and correspondence with the authority, or to apply for services, to report instances or vital changes in their circumstances.

## One Sign on

Gandlake is to provide the Registration and Authentication system to allow Harrow's citizens access to data held in the majority of their relevant business systems – not just Revenues and Benefits.

The goal is to provide a 'person profile' created with all necessary details about the customer and that this data will be accessible to each customer, and updateable, via Gandlakes secure customer portal.

## Benefit Notification Letters

A large number of customer contacts are due to the complexity of the benefit notification letters issued by the back office system. Gandlake have provided a range of summary letters that extract and simplify the content of the system generated one, and provide a straightforward summary that now accompanies each notification letter.

## Online Forms

Initially Gandlake will integrate with the existing electronic-forms supplier, enabling the citizen to view copies of the completed forms and track their progress through the customer portal system.

Gandlake will evolve these forms into e-transactions that will auto populate the back end systems where the appropriate integration is in place.

## View Their Correspondence

The customer portal will integrate with the corporate document management system, so Harrow customers will be able to view all correspondence sent to, or issued by the Authority. This project is being implemented as a phased approach.

As the next phase Gandlake will provide access to Housing, Parking, and other systems. The possibility of including a 'Neighbourhood Champion' portal as part of the solution is also being considered. Neighbourhood Champions liaise with the Local Authority over issues that relate to their neighbourhood generally.

To learn more about **Gandlake** and see how we can benefit your organisation please call us on **01635 524404** or visit [www.gandlake.com](http://www.gandlake.com).

