

# User Group

May 2010

The Last 12 Months



# 12 Month Highlights

## **LaserServe –**

2 powerful new business solutions:

### Bill & Ben

Matching and Merging multiple documents into one envelope to reduce costs e.g. Council Tax Demands and Benefit Notification Letters

### Benefit Summary Letter

Extracting key data and producing an easy to understand summary letter to reduce the cost of queries and contacts



# 12 Month Highlights

## **Citizen's Account** – Revenues and Benefits

Enhanced Benefits

New Landlords Service

Electronic Service Delivery (ESD)

Expanded document types for display

New e-Forms capability



# 12 Month Highlights



## **Citizen's Account - Authority-Wide**

### Transform

Forms Library of 34 Intelligent e-Forms, including HB&CT. Enables the creation of E-Transactions with interface capabilities direct to back office applications.

### Mobile Services

New product allowing for home visits without the need of a network connection. Benefit applications completed in the home.