

# User Group

May 2010

## Products Roadmap Gandlake



# 12 Month Roadmaps



Authority-wide print and web solutions that consistently drive cost out of the business and improve service.

- LaserServe
- Citizen's Account
- TransForm
- Gandlake Federated Authentication



# LaserServe



**LaserServe Applets** – Additional free-standing applets e.g. Benefits Summary letter, that solve specific business problems

**Version 6.0** – LaserServe as a service

- Customer beta testing to begin the first of July

**Version 6.0 +** – LaserServe Work in Progress

- Additional Input Support – XML parser
- Civica (IBS) Output Handling - extending the range of Back Office application interfaces
- Enhanced Reporting – production of a new ‘reconciliation’ report
- Addition to StarterPack – a fixed pitch ‘Arial’ font will be included
- Additional Output Streams being considered – AFP, Postscript



# Citizen's Account



**Alerts** – We will add the ability to opt into the Alerts system choosing which type(s) of message to receive and whether to receive via Email or SMS

**Bailiff Account** – List of all accounts assigned to Bailiff, will include Mobile Access for account payment lookup

**Transaction Tracking**– We will add the ability to view a PDF of Eforms completed and track their progress through the system



# Citizen's Account



**Landlords Account** – secure file upload

**Housing Associations:**

**New E-forms** (Direct Debit, Insurance, ASB, Complaints, etc.)

**Request a repair** – integration of graphical reporting tool

**Repair status** – check the status of open requests

**Dashboard** – Customer configuration of the CA service.



# TransForm



**Expand Forms Library** – Additional forms including Parking, Blue Badge, and many others as requested by you!

**Third Party Support** – Simple integration or transactional

**Improved forms** – Forms will include greater intelligence, will validate more data, integrate with multiple systems e.g. Moving In Form

**NLPG & LLPG integration** – will provide a choice on address lookup and pre-fill.

Subscription Model ...



# Gandlake Federated Access

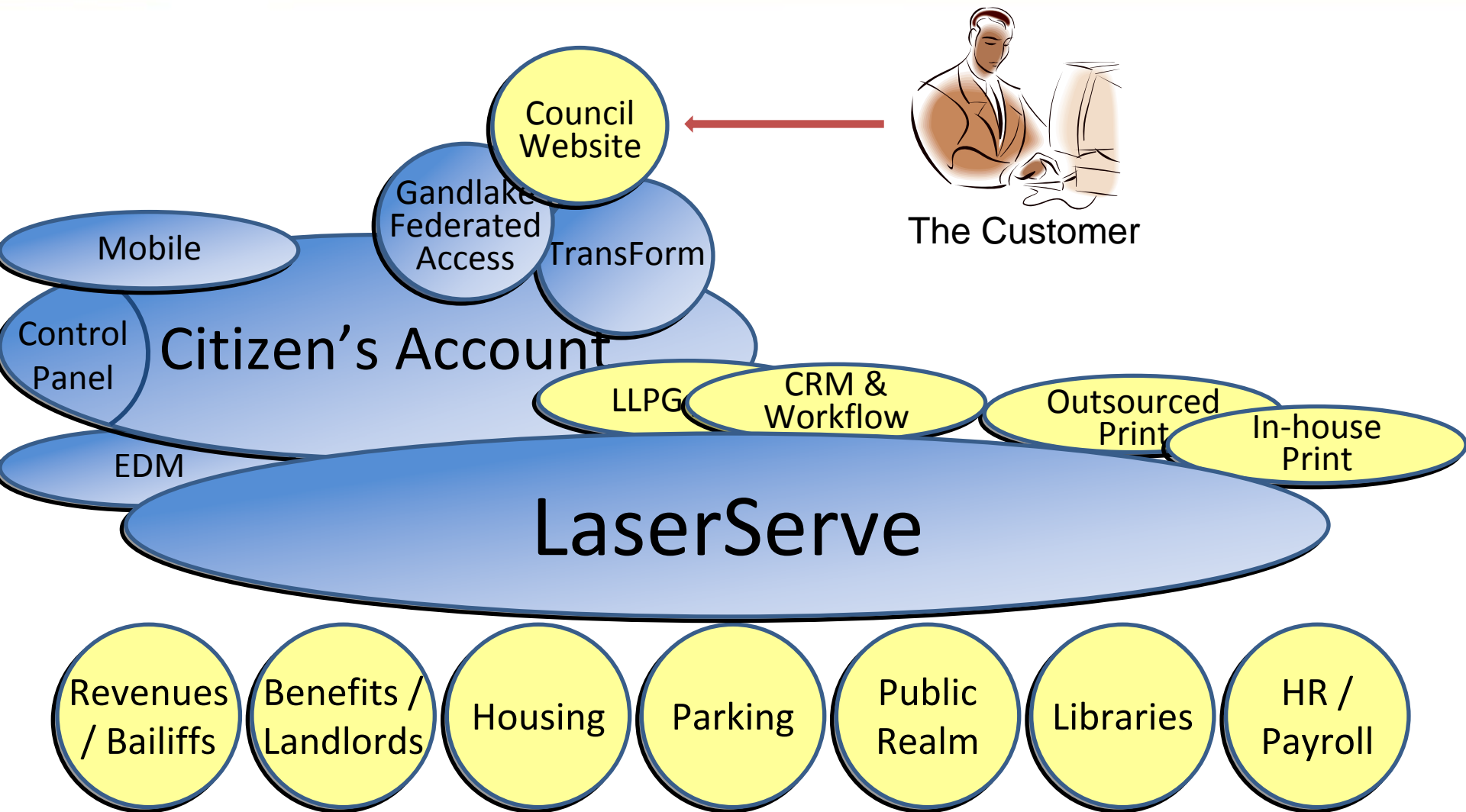


**Site-wide Authentication** – Lets your website know who is logged in so all pages can be personalised to their circumstances.

- Variable Authentication Levels
- Shared User Profile
- Fully Integrated
- Account Summary Gadgets



# Product Stack





Thank You



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