

A Complete, Digital Platform for your Authority

Idox is committed to delivering outcome-driven solutions to local authorities across the UK.

We bridge the gap between limited resources, increased demand and growing online expectations so that our clients have confidence in knowing that their customers have access to 24/7, online services.

Our end-to-end Digital Platform provides a package of software and services to support authorities in achieving efficiency through digital and process transformation.

Providing a foolproof, digital future

The Idox Digital Platform includes proven back-office software:

- » **Uniform** – stores and processes all departmental data in a single, central database
- » **Enterprise** – efficiently navigates the officer through their administration duties and workflow processes
- » **Public Access** – extends Uniform to the web providing real-time, tailored information directly to applicants, authorities and the public

Our back-office software fully integrates with our front-end, public-facing services to provide a simple, intuitive and automated platform that supports core local authority processes, along with enhanced citizen engagement:

- » **Forms** – provide a consistent and customisable form experience across multiple journeys, guiding citizens through the process to ensure swift submissions
- » **Bookings** – allow citizens to make online bookings for specific services, with an easy-to-use ‘appointment scheduling’ interface that support self service
- » **Notifications** – keep customers continually informed about the status of their applications and service requests via automated emails at key points of the process
- » **Apps** – support mobile working, allowing inspections to be delivered on site via a dedicated suite of role-based apps including Planning Enforcement, Licensing Enforcement and Building Inspections
- » **Websites** – maximise the design and effectiveness of your online presence, creating something that matches your user expectations to achieve stronger results

Servicing your authority and your customers

We understand that there are two perspectives to digital transformation, which is why we support customer journeys from both sides – yours and your customers’.

- » Your customers can **apply**, **book** and **progress** requests with a self-service, seamless and consistent online experience
- » Your authority can **receive**, **process** and **action** such requests effectively, automating and reducing back-office administration tasks

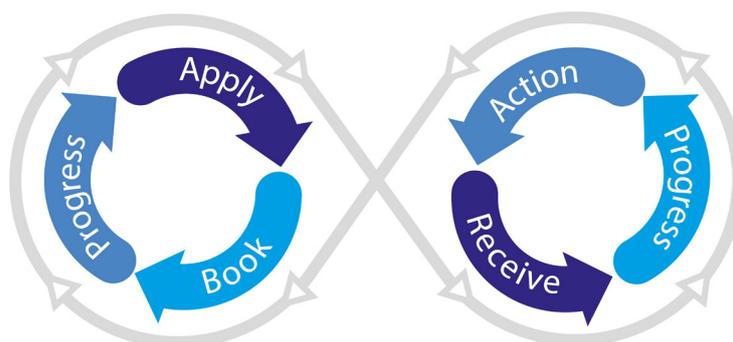
Citizen Perspective

- » User-friendly and engaging websites
- » Intuitive and consistent online application forms
- » Online payments and document upload

Authority Perspective

- » Online publication of information
- » Mobile working via Idox OnSite Apps

- » Automated notifications
- » Easy tracking and sharing
- » View, track and comment on applications via Idox Public Access
- » View comments on applications via Idox Consultee Cloud



» Online bookings for multiple public services

» Receive documentation and data into Idox Uniform

Digital Platform

Digital Platform

Full integration and Managed Hosting

- » Automated administration and workflow via Idox Enterprise
- » Effective electronic storage and organisation of documents via Idox EDMS

Key features and benefits

- » Fully-digitised platform that supports channel shift at all stages and adopts automation to reduce administrative efforts
- » Flexible suite of services that support multiple citizen journeys, as well as optimising efficiencies for your staff
- » Full integration, maximising solution performance across the board
- » Ability to service any customer journey, irrespective of the back office
- » Supports effective citizen self-service, with availability 24/7 via trusted, robust software
- » Secure digital environment with all services available to purchase under G-Cloud

Interested in finding out more?

We're delivering digital to over 90% of local authorities across the UK. Find out more about what we can do for you.

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