

Idox. Do more.

A wide-angle photograph of a large, green park with many people sitting on the grass. In the background, there is a large, ornate church with a red roof and a tall spire. The sky is blue with scattered white clouds.

Idox Public Protection

Step into the cloud.

Idox Public Protection is a suite of secure, cloud-based solutions that deliver end-to-end integration and automation of processes, driving efficient case management for a better customer experience.

Secure cloud solutions for Public Protection

At Idox, we help you step into the cloud. We deliver secure, agile solutions that leave outdated legacy systems behind. We invest in the latest technology for all areas related to the Built Environment, while our deep domain expertise in this area informs everything we do. We have worked with local government for over 30 years and many ex-government staff have joined us in our product and delivery teams. So our digital solutions are designed to answer your specific requirements, based on an exceptionally detailed understanding of how local authorities work. We know that budgets are tight and by streamlining your functionality and workflows, we can boost productivity while saving you money. Working collaboratively, we will build a relationship based on trust and we are here to support you, now and in the future.

- Environmental health
- Licensing
- Trading standards
- Public sector housing
- Health and safety
- Housing grants



Full mobile capability

Idox cloud solutions can mobilise your workforce, empowering officers to work anywhere, any time and on any device. Access to case records on the move improves accuracy and significantly reduces administration time with the elimination of re-keying activities.



Lower cost of ownership

Our fully hosted and managed platform removes the requirement for costly on-premise IT infrastructure. With comprehensive support and maintenance services in place, council IT departments are free to focus on vital project work.



End-to-end integration

Our comprehensive cloud solution enables integration with third party platforms at all stages of the service delivery process. Achieved via intuitive API technology, the system can push and pull information from a variety of external sources, including consultation responses, premise registrations and many more.



Automated processes

Automation, reduced data entry and simplification of processes all help to accelerate service delivery. Configurable workflows with embedded automation of tasks enable councils to tailor their solution to suit specific processes and ways of working, whilst facilitating faster processing times.



Regulatory compliance

Our track record of working with local government means that we instinctively understand the highly complex rules, regulations and legislative requirements involved. You will have the peace of mind that comes with knowing that our software is compliant; is updated regularly in line with legislative requirements; and is backed by a team who fully understand the law in this area.



Fully scalable

Our secure cloud platform supports collaboration and can be applied to a single local authority or scaled to accommodate complex shared service arrangements. Idox have a strong track record of enabling shared service solutions with data segregation as required.



Improved citizen experience

Elevate the customer experience with digital services, available to citizens 24/7. Our easy-to-use citizen portals provide a seamless digital experience with applications and requests submitted online and secure, integrated e-payment facilities. By removing paper-based applications, you will deliver a more convenient and sustainable service to your citizens and business owners.



Custom dashboards and reporting

Intuitive and customisable dashboards facilitate quick analysis, monitoring and control of case workload by department managers. Officer dashboards provide fast access and at-a-glance information with easy links to full case records. Complex reports can be created easily and the resulting data utilised to drive process improvements.



Digital transformation with Idox: a customer success story

Idox cloud solutions help you streamline your processes to deliver vital citizen services with greater efficiency, right through from inception to resolution. Our agile software has enabled local authorities to achieve savings and return on investment by significantly reducing time-consuming administrative tasks, as well as mobilising their workforce for greater productivity. One success story comes from the Royal Borough of Greenwich, in South London.

Accelerating the licensing process

With their incumbent solutions no longer fit for purpose, Greenwich Council made the decision to embrace digital in 2016. Their goal was to move away from laborious, paper-based systems and open the door to smarter ways of working, particularly with relation to licensing. Enlisting the help of Idox, they worked together to create a new cloud-based solution that gave their officers flexibility in their work and delivered a convenient online application process for their citizens.

Switching to digital has virtually eradicated the burden of administration at Greenwich, transforming the way the Council manages public protection and licensing right across the borough. Using cloud-based technology has established more efficient, secure and streamlined working practices and flexible, mobile working for their officers, leading to a significant improvement in productivity alongside reduced costs.

Moving to the cloud has helped them to achieve:

- efficient and streamlined systems and processes
- mobilised workforce with 24-hour online access
- online citizens' portal for faster case processing and licensing
- increased productivity and reduced costs
- sustainable, paperless systems and good CSR practice



“The system will help the council streamline the delivery of our core services within Public Protection and Licensing and will enable the council to make significant cost savings and other efficiencies, whilst providing a modern, agile and flexible service that matches the needs of our citizens.”

Liverpool City Council

“Their comprehensive on-line capabilities will enable our customers to apply, pay for and track the progress of all types of licensing applications on-line thus saving a significant amount of administrative time keying applications into the system and answering telephone enquiries regarding the status of the application. The fact that the system is entirely browser-based means that our officer can access the system from anywhere on any device that has a browser.”

Brent Council

Call us now on 0333 011 1200 or email marketing@idoxgroup.com to find out more about Idox's solutions.

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