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Idox EHC Hub adopts Idox Address Data Solutions search APIs

EHC Hub embraces Idox Address Data Solutions search technology to deliver accuracy every time

"Seeing our address search APIs powering platforms like the EHC Hub is incredibly rewarding. It shows how, by working together across Idox, we can deliver smarter, more connected solutions that make a real difference for our customers and the communities they serve."

Claire Russell
Product Specialist, Address Data Solutions, Idox

Idox EHC Hub is the digital platform transforming how local authorities, education settings, professionals and families work together on Education, Health and Care (EHC) assessments, plans and reviews. To achieve maximum effectiveness, it relies on precise, consistent address data to connect a vast network of users for every individual case.

So, when the Hub's existing address lookup service was decommissioned in 2024, the team faced a challenge: how to find a replacement that could maintain the high standards of performance and reliability their customers expect.

Capitalising on internal resources
This was when the EHC Hub team joined forces with Idox's Address Data Solutions to deliver an innovative, in-house alternative. When accuracy mattered most, collaboration made all the difference.

"We were keen to review our internal product resources with the aim of creating a microservice that we could pilot with EHC Hub and then replicate in other products. Simply, we wanted fast, accurate address searches," said Jamie Rowell, Head of Product and Strategy, Community Solutions, Idox.

Having joined Idox through acquisition, the Address Data Solutions team brought with them advanced address management expertise and cutting-edge API technology. Their **address search APIs**, built using the latest RESTful web service technology, deliver predictive, high-speed address lookups – already proven across the public sector and powering the national hub, GeoPlace's **FindMyAddress.co.uk**.

With the ability to support large-scale, simultaneous address searches via a load-balanced platform, this internal technology was the perfect fit for the EHC Hub's demanding environment.

Smoother, faster, cost-effective

During the integration process, the EHC Hub team initially used a third-party provider to maintain service continuity. However, as usage grew, the pay-per-lookup model became increasingly costly. Once the internal microservice was deployed, complete with the ability to filter out irrelevant addresses, the Hub achieved a smoother, faster and far more cost-effective solution.

"Adopting our internal gazetteer microservice for in-product address lookups has been a huge win. The team is knowledgeable and always available, environments are stable across test and production, and our developers picked it up quickly. With documented licensing for local government customers, it's not only easy to integrate but also lets us eliminate reliance on an expensive third-party provider," comments Jamie.

Expanding across the product suite

The successful rollout not only enhanced the EHC Hub's functionality but also demonstrated the value of collaboration across Idox's divisions. The microservice is now performing seamlessly within the Hub, and the teams are already preparing to extend its use to the **Directory Platform**, ensuring even more Idox products can benefit from this shared capability.

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This project highlights how Idox is maximising the value of its rich internal expertise and technology portfolio to enhance product performance, improve efficiency and deliver better outcomes for customers. By harnessing in-house innovation, Idox continues to set the standard for intelligent, integrated digital solutions across the public sector.

Call us now on 0333 011 1200 or email marketing@idoxgroup.com to find out more about how Idox's address search APIs can enhance your digital platforms.

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