CIVICA

Digital360 Blue Badge Case Management

Streamline your Blue Badge Service and drive efficiency

Providing comprehensive case management to support your digital and paperlight strategies, delivering improved customer service.

Improved customer service

Tangible savings

Increased efficiency

As a trusted local government partner, Civica's Digital360 Blue Badge Case Management solution can seamlessly support the councils digital strategy to deliver improved efficiencies, tangible savings and increased customer satisfaction.

Our Blue Badge Case Management solution will integrate to the new Department for Transport (DfT) application submission portal to automatically download new Blue Badge applications. Upon receipt of a new application, a case record will be automatically created and initiate a workflow process, allowing review and assessment of the downloaded forms and supporting evidence. The council are able to efficiently process the application alongside the new Blue Badge national system in line with legislation and local policy. The solution helps transform the delivery of your Blue Badge service by reducing administration, streamlining business processes and providing seamless integration.

Designed for you, by you

Our Blue Badge Case Management solution has been designed in partnership with local authorities and the DfT to ensure it meets national and local standards.

2.38 million

Blue Badges held in England in 2017*

887,000

Blue Badges issued in England in 2017*

* Source: Department for Transport

Main benefits:

▶ **Supports digital transformation and enables digital first**

▶ **Delivers efficient, effective end-to-end service fulfillment**

▶ **Efficiently administer, manage and process Blue Badges**

▶ **Speeds up the decision making process**

▶ **Configurable workflow enables processes to be tailored**

▶ **Provides tangible savings and reduction in costs**

▶ **Creates a paperless process and meets paper-light strategies**

▶ **Reduces errors, misfiling, loss and damage to documentation**

▶ **Increased efficiencies, productivity and resource utilisation**

▶ **Improved customer service and satisfaction.**

Top reasons for choosing Digital360 Blue Badge Case Management

1. Comprehensive case management

The Blue Badge Case Management solution enables digital transformation by managing and streamlining the Blue Badge service from application submission to completion, enabling you to deliver improved customer service.

2. Seamless integration

A flexible solution enables seamless integration to the DfT central system; including retrieval of new cases, automatic case creation, application form download, automatic decision updates and badge ordering.

3. Powerful workflow and automation

Providing configurable and powerful workflow allows you to tailor the solution to suit your needs and business requirements, whilst providing automated updates to the customer to keep them informed throughout the process.

4. Demand management

Reducing avoidable contact is key to managing demand on your services. Providing a seamless and efficient Blue Badge solution ensures your customers are being dealt with effectively, allowing for better service delivery whilst improving productivity and freeing up front-line resource.

5. Create a paperless process

Conform to data governance and security regulations whilst driving down the administrative burden by reducing paper applications and supporting evidence. Reduce costs and errors associated with manual handling and ensure compliance with the latest standards, security models and legislation.

6. Available in the Cloud

Available in the cloud providing flexibility, operational efficiencies, cost savings, reduction in risk and improved governance.

Key features:

▶ **Comprehensive document and case management solution**

▶ **Integration with the new DfT application service / APIs**

▶ **Ability to automatically download new applications and supporting evidence**

▶ **Automated document creation containing the application data**

▶ **Full automated case creation from application submission**

▶ **Automated caseload management, allocation and prioritisation**

▶ **Automated updates of application decision and badge ordering**

▶ **Fully configurable workflow capabilities to assist your management and assessment of the application**

▶ **Enhanced to incorporate Hidden Disabilities requirements**

▶ **Stringent security, audit facility and rich management reporting**

▶ **Optional internal payment integration capabilities**

▶ **Optional module supports disposal & retention policies and GDPR.**