

Cx Trading Standards for local authorities

Prevent and tackle unfair trading to protect consumers, businesses and communities

Manage incoming referrals and notifications of businesses effectively with Cx Trading Standards to protect citizens and communities from unfair trading practices.



Data-driven intelligence



Workforce mobilisation



Secured, cloud hosted

Enabling you to monitor case records effectively

Intelligent and data-driven, Cx Trading Standards delivers a holistic overview of all records associated to each case. These records include:

- ▶ Referrals and notifications
- ▶ Registrations, approvals and membership association such as quality assurance schemes
- ▶ All records associated with the business including people, addresses, vehicles and websites.

Driving operational efficiencies through intelligent working

Cx Trading Standards readily identifies similarities and suggests the most appropriate course of action, including which staff member is best placed to respond. This intelligent approach empowers staff to work more efficiently and provide significant time and cost savings.

Improving planning and scheduling with in-depth data insight

The advanced reporting in Cx presents managers with an overview of team workloads to enable more accurate resource planning and scheduling. Cx Trading Standards also provides in-depth insight and analysis of internal performances, enabling managers to continually review, refine and improve processes.

Main benefits:

- ▶ Improves responsiveness and drives efficiencies
- ▶ Enables informed and consistent decision-making
- ▶ Increases productivity and accuracy
- ▶ Enhances user experience
- ▶ Streamlines data management.



Protecting officers, citizens and communities

Cx Trading Standards facilitates collaboration with key stakeholders to help tackle unfair trading practices and enables local authorities to better support communities and to protect vulnerable consumers and citizens.

Multiple customisable alerts can be set up on all associated records based on varying severity and criteria, prompting appropriate precautions to be taken prior to contact to improve officer preparedness and safety.

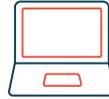
Streamlining information management with powerful data intelligence to prevent unfair trading

Comprehensive communication engine



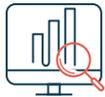
- ▶ Increases engagement and customer satisfaction
- ▶ Supports citizens' and businesses' preferences and helps you comply with GDPR
- ▶ Promotes channel shift.

Customisable dashboard



- ▶ Intuitive and easy to use
- ▶ Streamlines search and display of information
- ▶ Presents users with role-specific and critical data, helping your team work smarter and more efficiently.

Advanced centralised reporting



- ▶ Provides in-depth data analysis to enable informed decision making
- ▶ Facilitates data sharing and collaboration with key stakeholders
- ▶ Enables generation of statutory returns such as the FSA LAEMS data submission and the Weights and Measures Section 70 Return.

Real-time access and case update



- ▶ Increases workforce responsiveness
- ▶ Empowers officers in the field to access and update case records in real-time via a connected device, reducing administration and increasing accuracy to save time
- ▶ Accelerates case management and resolution, enabling effective prevention and investigation of unfair trading to protect consumers and vulnerable persons.

Intelligent working



- ▶ Automates document generation and workflow assignments to deliver time and cost savings
- ▶ Enables follow up tasks to be accurately recorded and monitored for performance standards
- ▶ Reduces training requirements.

Securely hosted in the cloud

Our experienced technical team will help you ensure smooth and seamless migration. We'll take care of hosting, security and upgrades to help you optimise and futureproof your Cx Trading Standards solution, so you can focus on providing improved services to your community.

Increasing revenue generation

Designed specifically for Trading Standards, this solution simplifies invoicing and budgeting, reduces administration and enables resources to focus on chargeable work such as Primary Authority and business advice to help you increase revenue generation.

Cx Trading Standards is part of our new regulatory service management platform, other Cx Regulatory Services solutions include:

- ▶ Licensing
- ▶ Environmental Health
- ▶ Community Safety
- ▶ Housing Assistance
- ▶ Housing Enforcement
- ▶ Land and Property

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