

## [ Digital360

A single platform connecting  
people and information

Capture. Deliver. Communicate.



# Why channel shift isn't enough

Local authorities are facing new challenges – with reduced budgets to tackle them.

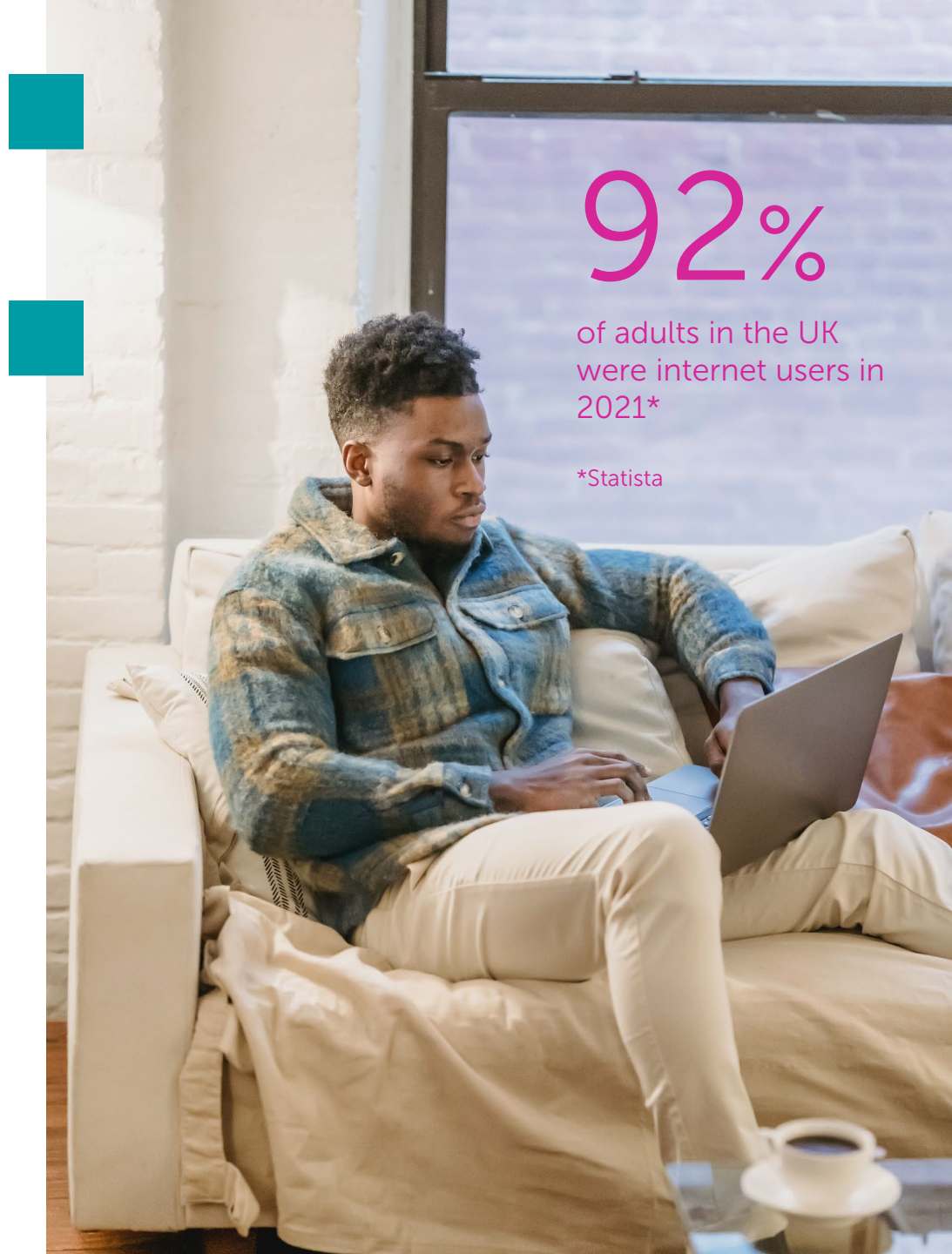
Your customers are so used to interacting with businesses online that they expect the same level of instant access in every area of daily life. If you can't provide an easy, seamless digital experience, people will become frustrated.

Digital transformation is essential. You need the right tools to process and automate citizen requests. Tools that will help you collate and analyse data to improve your services. Tools that will let employees collaborate and work flexibly. And tools that will help customers get a quick resolution the first time round.

92%

of adults in the UK  
were internet users in  
2021\*

\*Statista



# Transform services with Digital360

With over 130 public sector organisations depending on the platform for everyday interactions with citizens, Digital360 is a proven solution for managing your customer requests, data and documents.

A cloud solution means all the information you need is securely available anywhere with an internet connection. Citizens use the Portal to create and manage enquiries and requests, while the EDM and Contact Management (CRM) solutions provide functionality for your teams, departments or the whole organisation.

# 130+

public sector  
organisations



## You can trust

- 30+ years' public sector experience
- 2,600 public sector clients
- 1 in 3 local authorities use our digital solutions



## Better, faster, cheaper

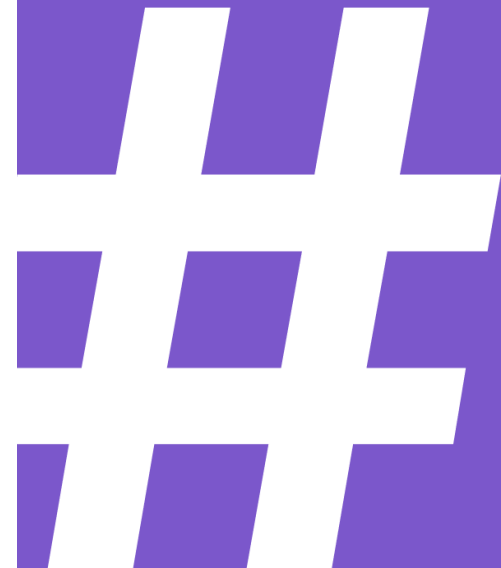
The majority of public sector organisations are working towards a cloud-first strategy. Legacy systems and on-premise technology simply can't compete with the scale, security, and reliability of cloud services. Your customers and staff use cloud technology every day, accessing social media, emails, personal file storage – and they expect the same level of service from you too.

For true digital transformation, Digital360's cloud service offers some big advantages:

- The system is efficient and simple to use on any device, with new features available right away
- Security and maintenance is handled for you, saving you IT time and money
- Users, applications, processes... you can easily scale up or down as your organisation's needs change
- Proactive support can detect issues before you notice a problem
- Disaster recovery procedures mean you can quickly carry on working if you need to recover data.

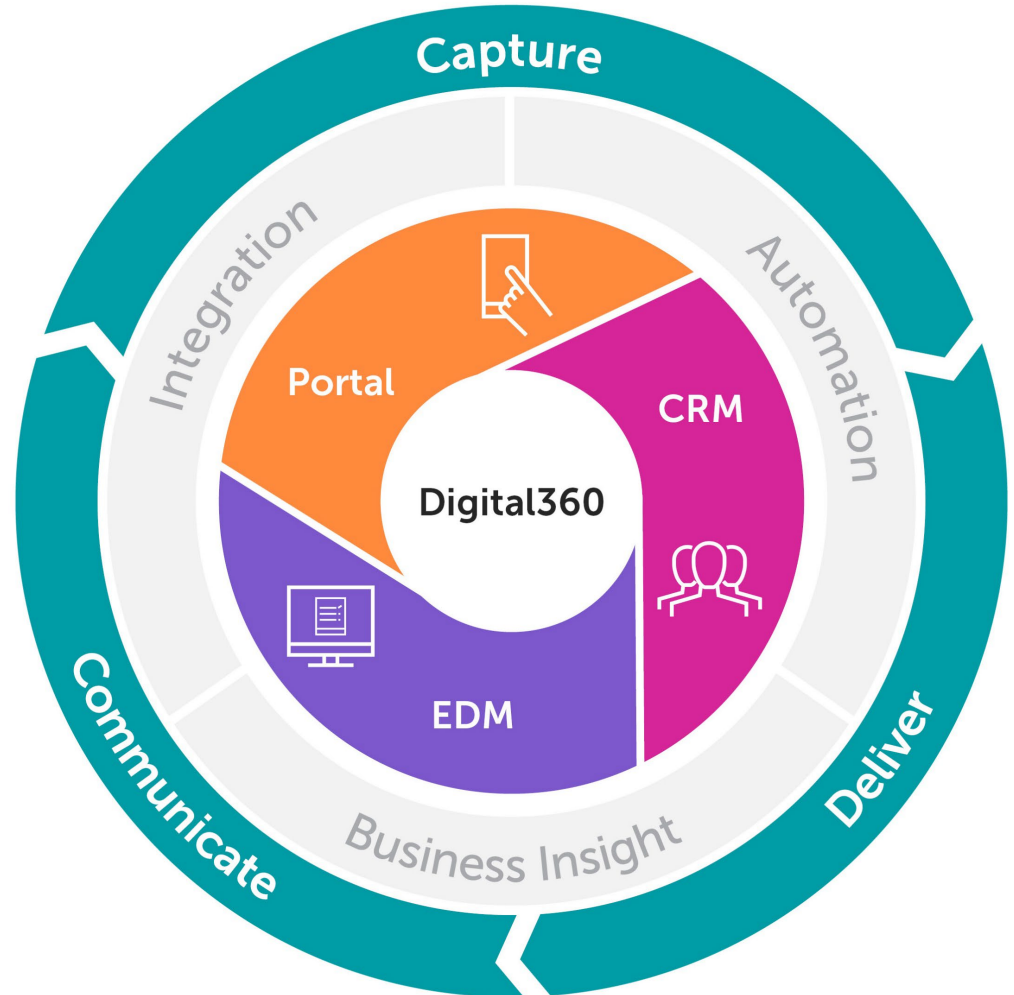
**“ We are moving technology services to the public cloud and striving to become more agile and responsive to customer needs whilst reducing costs. Civica has been a strong partner in this.”**

Ben Goward  
Director of IT  
London Borough of Harrow



## A single, integrated solution

Empowering the efficient capture, delivery and communication of all customer interactions and service requests from initial point of contact through to successful fulfilment – anytime, any place and across every channel.



# The right information, in the right hands, at the right time



## Capture - Gather data from all customer and employee interactions

Self-service portal, smart forms, imports, email, post, telephone calls, F-2-F – however your information is gathered, it will all be instantly available to anyone who needs it. With access via any internet connected device, Digital360 allows your organisation to work anywhere without compromising productivity or security.



## Deliver - Ensure every interaction is processed efficiently and effectively

With real-time access to data across the organisation, you'll have a seamless flow of information from front to back office. Integration, automated processes and workflows make sure the right people see the right information with minimal admin needed. Your team will have more time to focus on solving customer queries and delivering strategic issues.



## Communicate - Complete 360 degree service delivery

Staff have access to all the information they need, making communication with customers straightforward. Customers can track the progress of their enquiry online, reducing unnecessary contact. Internal communication will become more efficient thanks to the 360° view of documents and data, while reporting tools give you insight into that data to improve services. The result? A better customer experience and less stressed staff.

# Digital360 Portal

The gateway for your customers to access service information, data and documents.

Customers can register for a personal account to create, view, track and update enquiries and requests. The self-serve portal is accessible on any device with an internet connection.

Services can be personalised with different levels of authentication, and with automated processes in place, there will be far less admin for your staff to do.

Your customers can complete forms, upload documents and files, get real-time information and updates. This reduces avoidable contact and the demand on your services and resources.

## With Portal you can achieve:

- A better customer experience, quicker resolutions and less input from staff
- Less time spent on admin, increasing productivity and reducing costs
- A joined-up organisation with an integrated solution.



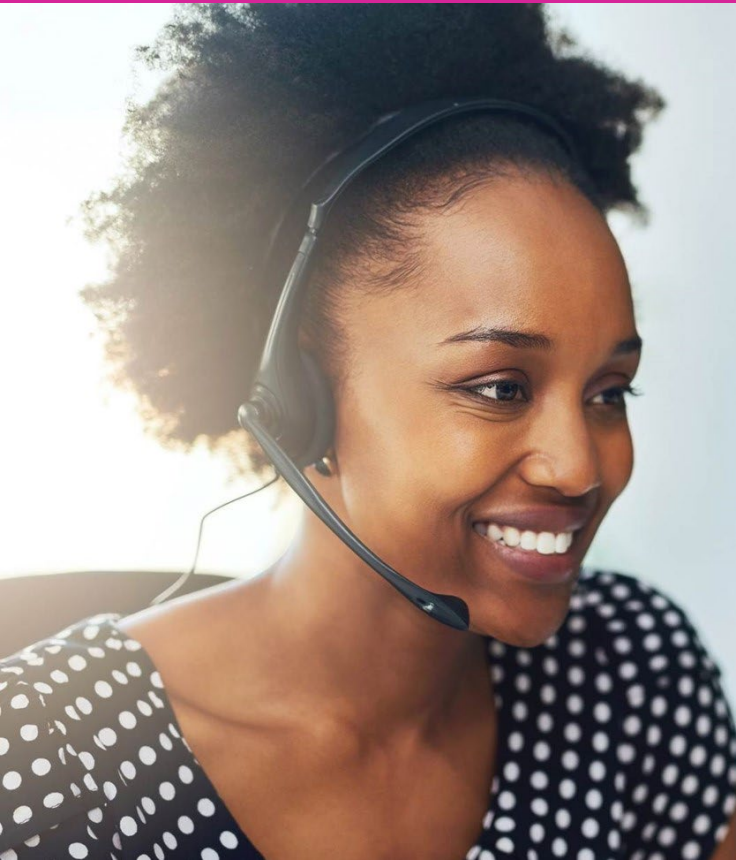
**“ We’re really satisfied with the Digital360 Portal solution. It gives residents and case officers rapid access to accurate planning information and documents online, at any time, using any device.”**

Paul Reeves  
IT Project Manager  
Waverley Borough Council

Contact Management helps  
organisations answer

95%

of service enquiries within  
identified SLA times



## Digital360 Contact Management (CRM)

Giving your team a single holistic view of the customer.

With all the relevant information in one place, anyone dealing with enquiries will be able to answer questions and make decisions, at any point of contact.

Customers will experience a smooth and efficient service. And council staff will spend less time on manual tasks thanks to intelligent forms and workflow.

### With Contact Management you can achieve:

- A streamlined operation that saves you money, reduces the need for physical storage and increases communication between teams
- Empowered staff who have all the information they need to provide a consistent level of service
- Better customer satisfaction by resolving issues at first contact.



# Digital360 EDM

## Taking care of the whole lifecycle of your data and documents.

Cases, documents, data and tasks are handled efficiently. Automation makes sure the right information is sent to the right people at the right time – capture data and documents, share it across teams, departments or the organisation and then communicate outcomes to customers.

Removing manual processes removes the chance of errors. And with easy access to information, your team will feel more confident making decisions.

### With EDM you can achieve:

- Streamlined processes with automation replacing manual, paper-based tasks
- Fewer errors while meeting processing targets
- Better management of demand by quickly dealing with customer requests
- Secure and auditable documents
- Reduced costs and increased productivity.



**“** Civica’s Digital360 application suite is playing a key part in delivering our ‘Digital Denbighshire’ vision. **”**

Kelly Waterfield  
Digital Records Bureau Manager  
Denbighshire County Council

# Benefits of Digital360

Digital360 will deliver the following benefits throughout your organisation:

## Increase staff productivity

Make tangible savings and ease the pressure on your services by reducing the amount of admin needed to handle customer requests and enquiries.

## Deliver end-to-end service fulfilment

Automation and workflow reduce processing times, drive consistency and increase service efficiencies.

## Streamline business processes

Low code for easy configuration and ability to grow and change with the business.

## Efficient and simple to use

Simple user experience encourages strong adoption and leads to efficiency and improved service delivery.

## Realise business rationalisation

Consolidate software to a single, cloud platform, saving money.

## Meet compliance and data governance

Safe, secure, auditable for reassurance and lower risk.

## Informed and accurate decision making

Analysis and reporting tools to continually improve service delivery.



## Capture. Deliver. Communicate. with Digital360

Ready to see how Digital360 can transform your services?  
To find out more and book a demonstration please email  
[digital360@civica.co.uk](mailto:digital360@civica.co.uk)



Cert No. 663

ISO 9001, ISO 27001, ISO 22301, ISO 14001,  
OHSAS 18001, ISO 20000

**INVESTORS IN PEOPLE™**  
We invest in people Gold

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before you print



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