

# Digital360 Portal Planning

Driving the take up of online customer self-service

Being able to connect and communicate with your customers when it suits them is vital if you are to provide the level of customer service they expect. Moreover, being able to deliver planning services and information online at not only a time and place that suits your customers but on a device of their choice is essential.

## Enabling digital first

Digital360 Portal Planning is a cost effective transformational solution to embrace digital change, enabling you to re-design the way customers interact with you by digitising your services allowing for smarter engagement and digital first.

Our innovative web application is designed to provide a first class user experience and to meet the demand for high-quality online services, whilst minimising the administrative burden. Enabling your customers to self-serve and access planning information online drives the take up of online services and facilitates better use of resources. Customers can access weekly lists, applications and appeals, case details and associated documents and plans including scaling and measuring tools and the ability to comment on current applications.

## A packaged but flexible solution

Portal Planning can be easily styled to harmonise with the look and feel of your councils existing website, in order to present a seamless customer journey via a single interface.

The Council retain full responsibility for determining which case data and documents are to be published online by utilising the core Digital360 platform functionality such as redaction of sensitive information (e.g. signatures) prior to publication of documents.

## Keeping your data safe, secure and compliant

It's important that your citizens data and information stays safe online and your systems aren't compromised. Portal Planning has been designed to conform to the latest standards and government security models including Cyber Essentials from the National Cyber Security Centre, PSN compliance and GDPR.

## Designed for you by you

Portal Planning is a flexible solution designed in partnership with our local authority customers ensuring that the solution fits your exacting needs. A scalable solution, which is tailored to fit the specific requirements of local government planning departments ensuring features and functionality are fully utilised.



24/7  
service to  
customers



Reduced  
service delivery  
costs



Improved  
operational  
efficiencies

## Main benefits:

- ▶ Enables tangible savings and reduction in costs
- ▶ Empowers customers to self-serve and drives take up of online services
- ▶ Implement digital first, channel shift and drive down avoidable contact
- ▶ Improve customer satisfaction with an intuitive online responsive and proactive service
- ▶ Increase operational efficiencies by facilitating the better use of internal resources
- ▶ Flexible and rapid deployment of new technologies which harmonise with your existing website
- ▶ Ensures data and information is kept safe and secure by conforming to the latest standards and security models.

# Top five reasons for choosing Digital360 Portal Planning

## 1. Simple & intuitive user experience



A simple and intuitive solution designed with the user experience front of mind. A device agnostic solution with a mobile responsive design ensures customers have an excellent customer journey on their device of choice.

## 2. Proficient features & functionality



User-friendly with a consistent look and feel and new and effective functionality provide an efficient and performant solution. Key features include an enterprise search to allow users to quickly search and retrieve matches on planning data and an enriched image viewer with scaling and measuring tools.

## 3. Secure and compliant



Designed to ensure you stay compliant with the latest standards and government security models including Cyber Essentials from the National Cyber Security Centre, PSN compliance and GDPR to safeguard your data and information online.

## 4. Easily styled and configured



A packaged solution, which can be styled and configured quickly using the styling wizard. You will be able to harmonise content with your existing website with ease.

## 5. Full integration to back office systems



Our flexible integration options to back office systems provide the display of essential and optional real-time planning information and updates required by your customers.

"We're really satisfied with the Digital360 Portal Planning 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

### Key features:

- ▶ Device agnostic and mobile responsive design
- ▶ Enterprise search capability for fast retrieval of information, documents and plans
- ▶ Advanced search capability
- ▶ Display of weekly lists
- ▶ Viewing of case details and documentation
- ▶ Quick access to the most important document (i.e. Decision Notice)
- ▶ Document filter to display specific documents or plans
- ▶ Sort and order documents by date or alphabetically
- ▶ Download all document list capability
- ▶ Enriched image viewer capability with zoom, pan, rotate, scaling and measuring
- ▶ Ability to comment on current applications
- ▶ View thumbnail images for multi-page documents
- ▶ Optional real-time updates
- ▶ Enables dual language format and supports a welsh language pack
- ▶ Seamless integration to Digital360 EDM
- ▶ Styling wizard ensures quick and easy configuration.

