

Cx Environmental Health

Improve public health and food safety

Simplify complaints, requests, inspection management and reduce administration.

Environmental Health Practitioners face more challenges than ever. From budget constraints, increase in citizen demands to adopting new working practices.

Cx Environmental Health — part of [Cx Regulatory Services](#) cloud software — is designed to streamline service demands, visits and inspection management. By reducing the admin burden and guiding outcomes, your team can work smart and respond to issues in the community effectively.

It helps you to better manage all types of service demands, including:

- Food hygiene
- Fly tipping
- Noise complaints
- Accidents and infectious diseases.

Advanced reporting

The solution provides advanced reporting capabilities that:

- Simplify generation of statutory returns, such as the FSA LAEMS, FHRS, PWS, Noise Return and LAE1
- Provide in-depth data analysis for more informed decision-making
- Facilitate data-sharing for multi-agency working.

Support for mobile working

Online or offline, using a connected device, officers can view and update records on the go.

Inspections for food, establishments and facilities can be completed on-site without the need to return to the office or re-key data.

Choose Cx Environmental Health to:

- Simplify reporting and reduce administration
- Increase revenue generation
- Mobilise your team and boost productivity
- Adhere to legislative requirements.

Enhance citizen experience

Enable citizens to report an incident anytime, anywhere using Cx Citizen Portal. Automatic updates are sent to the citizen via their preferred communication channel, minimising the need for direct contact and reducing admin.



Cx Environmental Health – connected intelligence

A better user experience

Cx Environmental Health provides an easy-to-use, customisable dashboard; simplified information search; and role-specific data display. Built-in triggers and workflows ensures visits and service demands are allocated to the right user and mandatory tasks are completed on time.

Its intuitiveness reduces training requirements and helps everyone in the team to work smarter.

Intelligence-driven efficiencies

Intelligent and data driven, the solution provides a holistic view of all related inspections, complaints and service demands to help you handle cases more efficiently and consistently. It can suggest the most appropriate course of action,

which team member is best placed to respond, automate document generation and ensure follow-up tasks are recorded and monitored.

By helping your team work more efficiently, Cx Environmental Health enables time and cost savings by up to 40%.

Improve processes

The solution provides full traceability of case progress. Costs and activities, are fully tracked and monitored, providing in-depth insight and analytics, allowing you to continually review, refine and improve processes.

Monitor service level agreements

You can attach customisable alerts to service level agreements to ensure targets are hit, deadlines are


met and cases are being managed efficiently.

Align with local practices

Configure local risk assessments to cater for inspection and rescoring requirements. The reduced admin allows you to focus on chargeable work and increase revenue generation.

Secure cloud service

Our experienced teams will support your migration and ensure the cloud infrastructure that supports Cx Environmental Health remains secure and up to date. With a future-proof solution, you'll be able to focus more time and effort on protecting the communities that count on you.



Start the
conversation
now }

