

# Digital360 EDM Revenues and Benefits

A new generation of digital EDM to modernise your service

Cloud-enabled solutions to help your agile workforce capture, deliver and communicate effectively.

Welcome to our new generation of cloud-enabled EDM for revenues and benefits. We've built on the Digital360 platform's solid foundations and added future-proof technology to ensure you get the most from your investment.

Our latest software brings together rich document management with powerful automation and intelligent workflow. An easy to use web UI means your users can access it from anywhere. We've made the software easy to integrate with other systems too. Get ready to modernise and transform your revenues and benefits service.

## Boosting delivery of your services

Empower your team to provide a fast and efficient service. Our intuitive user interface, dashboard and enterprise search make it easy for them to find the information they need. Access documents, claims, accounts and caseloads with ease. Capture any type of document with our drag, drop and classification feature. Then deliver it to the right people at the right time using our automation and case management features.

## Driving automation and integration

Streamline your revenues and benefits processes with our powerful workflow. It provides staff with key information, procedures and actions and customers with a consistent level of service.

Digital360 offers real-time integration with back-office revenues and benefits systems. It presents key information and data in a single user interface. Say goodbye to time wasted switching between applications or screens.

With less time spent on retrieving documents and case files, processing claims and carrying out manual tasks, your employees can focus on dealing with customer enquiries and requests.

## Designed for an agile workforce

Today's workforce needs to be more flexible than ever. That's why Digital360 is too. Your employees can use it in the office or from home and on any connected device. The perfect solution for your remote or blended working strategy.



Enhances user experience



Faster processing



Supports agile working

### Main benefits:

- ▶ Supports digital, customer service and cloud strategies
- ▶ Improves user experience
- ▶ Increases productivity, efficiency and resource utilisation
- ▶ Automates and streamlines end-to-end processing and service fulfilment
- ▶ Creates paperless processes to reduce and reutilise storage and office space
- ▶ Reduces errors, misfiling, loss and damage
- ▶ Provides multi user access and remote working capabilities
- ▶ Enables you to meet stringent service processing targets
- ▶ Ensures compliance with information governance and data protection requirements
- ▶ Analyse service performance and manage resource demand.

# Top reasons for choosing Digital360 EDM Revenues and Benefits

## Simple and intuitive user interface

The new web interface supports fast and efficient working. It's easy for users to navigate to the function they need and to action tasks.

## Enables agile and remote working

Our responsive, device agnostic design supports your agile and home workers. We've improved resilience and performance to support remote system access. Your team can access critical information and case files on different devices. Wherever they are.

## Reducing demand on services

Digital360 helps you deal with customer enquiries and caseloads faster. This improves customer satisfaction and reduces follow-up requests. Flexible integration and new features give users the rapid access to the information and workflows they need.

## Intelligent workflow and automation

Reduce processing times by at least 25% through streamlining and automating processes. Our configurable workflow tool improves support for employees from front to back office. It drives consistency and efficiency to deliver service transformation.

## Quicker service fulfilment

Flexible integration options provide seamless connectivity to any Revenues and Benefits back office system. Information is presented in real-time via a single user interface, enabling users to see the full picture of a claim or account.

## Future-proof your investment

Built on the core foundations of our robust platform and developed using the latest technologies, Digital360 EDM Revenues and Benefits ensures your investment is future-proofed enabling a solid ROI.

## Available in the cloud

Digital360 EDM provides the path to support your cloud strategy. It offers flexibility, operational efficiencies, cost savings, reduction in risk and improved governance.

“ We chose Digital360 EDM because of its ability to help us deliver our rationalisation programme and the flexibility of the solution to support our nine user journeys.”

### Will Semple

Borough of Broxbourne Council and  
Welwyn Hatfield Borough Council

## Key features:

- ▶ Available in the cloud
- ▶ Simple and intuitive browser and device agnostic user interface
- ▶ Secure and efficient management of document and data lifecycle for GDPR compliance
- ▶ Comprehensive document and case management
- ▶ Configurable low code workflow to streamline and automate revenues and benefits processes
- ▶ Dashboard and enterprise search provides rapid access
- ▶ Drag and drop document capture
- ▶ Automated caseload management, allocation and prioritisation
- ▶ Dynamic online help function.

## Next steps

Contact your account manager to discuss your migration today on [digital360@civica.co.uk](mailto:digital360@civica.co.uk).

[Request a demo now →](#)

