

The Art of the Possible

Delivering Tangible Efficiencies with Lagan ECM



LAGAN

Connecting Governments and People

What you will get from reading this guide:

- Examples of how Local Authorities and Housing Associations have used Lagan Enterprise Case Management™ (ECM) to
 - Achieve cashable savings and payback within 7 months.
 - Deliver end to end process improvements
 - Reduce missed calls by 80%
 - Deliver seamless multi-agency services
 - Reduce time taken to log calls by 33%
 - Resolve 90% of enquiries at first point of contact
 - Link up isolated departments and agencies to reduce duplication, cost and provide a seamless service to the citizen.
- A summary of the challenges facing local government in meeting service demand whilst delivering efficiencies.
- An overview of Lagan ECM and its versatility in meeting these challenges



Efficiencies are continually being demanded and delivered by the public sector in response to Comprehensive Spending Review targets and initiatives such as the Operational Efficiency Programme.

However, the current economy, with rising levels of public sector debt and falling revenue, demands a step-change to realise the potential efficiencies identified and expected whilst at the same time, meeting increased demand for services and maintaining customer satisfaction.

The Challenges

- **Streamlining the front office**
- **Joining up service delivery and generating efficiencies**
- **Channel shift – improved use of lower cost channels such as self service**
- **Reducing avoidable contact**
- **Revenue generation**
- **Mobile working**
- **Customer insight driving service design**
- **Operational insight driving service design**
- **Rationalisation of IT platforms to reduce costs and improve interoperability**
- **Staff Development**

Enterprise Case Management – a new approach

ECM marks a new approach to complex service delivery issues. Lagan’s expertise and dedication to delivering leading-edge solutions means we now have over 180 government customers, serving a population of over 40 million.

Lagan ECM has been implemented to provide solutions and add value across an enormously diverse range of applications. If your organisation needs to handle complex cases resulting in streamlined and efficient service delivery, Enterprise Case Management could help you transform the way you work in a cost-effective, scalable and flexible way.

“We are handling more calls more quickly and with half the staff. The Lagan system makes it really easy and quick for staff to find the correct response, whether it is the answer to a question, the completion of a service request form, or setting up new payment terms for rent arrears, and it makes a huge difference being able to resolve our customers’ questions at the first point of contact.”

Lynne Bann, Head of Customer Service, Hounslow Homes

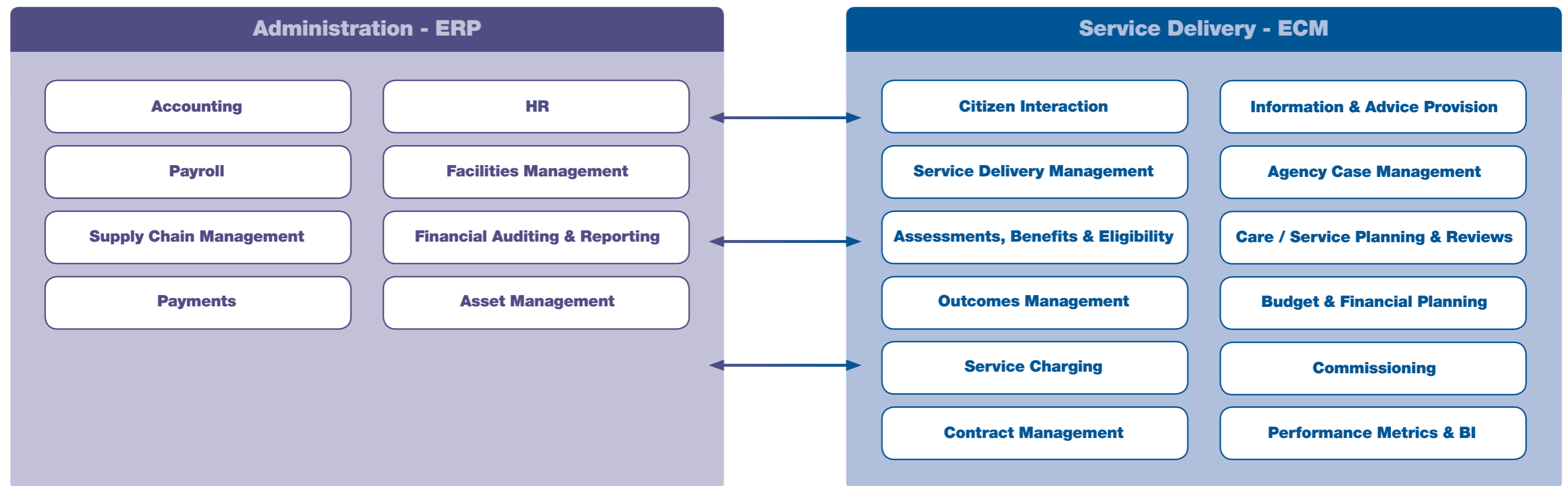
“We can now provide alternative channels to access local government services such as self service access through the web, as well as integrate more of our back end functions into the system. We may be pushing the technology, however with the knowledgeable support from the experts at Lagan and our own development team, we are achieving results that have surprised even ourselves.”

Stephen Gray, Partnership Programme Manager, West Sussex Accessible Service Partnership

“We knew we were embarking on a complex project of enormous scope. The approach of the Lagan team, and the way their software has been able to integrate with other systems, enabled us to move from kick-off to go live in just four months. We are already seeing tangible benefits as a result, and these will only increase as we extend the Lagan solution across additional services.”

Mhairi Renton, Customer Services Manager, Argyll and Bute Council

What is ECM?



How is Lagan ECM already being used?

Lagan solutions have been developed by Lagan, our partners and customers to respond to a wide variety of requirements. See below examples of how Lagan ECM is being used.

- **Local Government CRM**
- **Complaints and Compliments Management**
- **Disaster Management**
- **Freedom of Information**
- **Environmental & Refuse services**
- **Emergency Planning**
- **Anti Social Behaviour**
- **Adult Social Care**
- **Child Support Services**
- **Contact Centres**
- **Single Non-Emergency Number e.g. 101 (311 in North America)**
- **Helpdesks**
- **Regulations & inspections**
- **Shared Services e.g. HR**
- **Incidents management (Police)**
- **Account & Grant Management**
- **Vetting Case Management**
- **Housing Repairs**

Lagan ECM: Product Breakdown

Lagan ECM comprises an extensive range of reusable business process components, specifically geared to supporting the service delivery functions of government. These can be mixed and matched depending on the specific application requirement.



Examples of success



Streamlining the Front Office – Hounslow Homes

- Customer satisfaction up by 13%
- 33% reduction in repair call logging time (6 to 4 minutes)
- 33% reduction in back office staff
- £378K pa cost saving (front office staff reduced from 30.5 to 16.5 FTE)



Joined up services – Chichester District Council

- By configuring Lagan's Enterprise Case Management solution to manage waste collection, Chichester District Council has:
- Saved £17,500 pa in staff time printing, collating and distributing 26,000 report forms each year and maintaining manual records for end of year returns
- Saved £1,000 pa in printing costs
- Saved the equivalent of £37,000 pa in staff time supporting the previously bespoke database
- Avoided integration into the Customer Service Centre CRM



Channel Shift – City of York

- York implemented Lagan ECM including Self Service to support end to end process redesign and channel shift
- Overall, £380K pa measurable savings already
- Savings of £98K per annum in Revenues
- 93% of student council tax exemptions processed online
- 75% reduction in time to close abandoned vehicle cases
- 91% reduction in customer complaints



Customer Driven Design – Argyll & Bute

- A reduction of 8.5 full-time equivalents, delivering a saving of £765,000 over five years
- Missed calls reduced from 25% to 4%
- Significant reduction in calls being passed between services, and therefore being handled more than once
- Less than 5% of more complex calls passed to back office for further investigation
- Expensive professional staff have been freed up from responding to enquiries that can be dealt with by generic customer services agents = cost savings
- No need to provide reception services at every council office
- Performance and efficiency are recorded to enable continuous improvement.



Reducing Avoidable Contact – Sevenoaks

- £100,000 savings already delivered due to process improvements
- Significant contribution to 2007 CPA score (58/60, highest for any district council under new “Harder Test” framework)
- 1st time resolution up from 55% to 70% in weeks
- contribution to CSR07 50% reduction in avoidable contact target
- Staff attrition is now at 4% (compared to the industry standard of 40%), with the association cost reductions in recruitment, training and temporary staff management



Multi Agency Delivery – Axess West Sussex

Formerly known as West Sussex Accessible Services Partnership

- cost savings of £250,000.
- integration between local authorities and other agencies to provide a seamless and joined up service
- front line staff handling up to 2,000 enquiries per day
- 90 per cent of enquiries are resolved first time

Lagan has over 30 customers in North America



Channel Shift – City and County of San Francisco

- San Francisco implemented the self service element of Lagan ECM to reduce the 350,00 calls per day handled at the contact centre
- 2000 service requests handled online in the 1st month
- Implementation in 8 months
- ROI achieved in under 7 months

And it's not just what we say...

Lagan is only 1 of 2 organisations that have received the highest rating of “Strong Positive” in Gartner’s MarketScope for Local Government CRM Products report, September 2009.

We pride ourselves on our commitment to creating and delivering solutions which address real business needs. We focus exclusively on the public sector, providing software solutions to all tiers of government including local, regional, central government, and the wider public sector. Our mission is to provide tangible benefits and a real return on investment.



Gartner

“Local governments of all sizes that want a CRM system that enables rapid configuration and implementation, that is easy to use, and that offers all the necessary basic functionalities and reusable business processes should include Lagan ECM on their shortlists”

Gartner, September 2009.

About Lagan

Lagan specialises in providing software solutions to governments worldwide and currently has over 180 public sector customers. Over 40 million citizens around the world are supported by Lagan solutions. Lagan's Enterprise Case Management approach has been designed to streamline the service delivery functions of government, enabling improved efficiency and more citizen-centric, joined-up public services.

We understand that no two councils or associations are the same and we will work with you to develop a solution that is tailored to your customers' specific needs.

209 Airport Road West
Belfast
Co. Antrim
Northern Ireland
BT3 9EZ

T: +44 (0) 28 9078 8300
F: +44 (0) 28 9078 8339
E: info@lagan.com

Wessex House
Oxford Road
Newbury
England
RG14 1PA

T: +44 (0) 1635 814456
F: +44 (0) 1635 814402
E: info@lagan.com

Two Democracy Center
6903 Rockledge Drive
Suite 920
Bethesda, MD 20817
U.S.A

T: +1 (301) 263 6240
F: +1 (301) 263 6280
E: info_us@lagan.com

200 West Jackson Boulevard
Suite 1350
Chicago, IL 60606
U.S.A

T: +1 (312) 291 4176
F: +1 (312) 291 4235
E: info_us@lagan.com

Registered Name : Lagan Technologies Ltd
Registered Office : 209 Airport Road West
Place of Registration : Belfast
Registration Number : NI28773

www.lagan.com