Contact us

If you are looking for a back office service that can deliver reliably, accurately and easily, then **WebCapture** is the answer.

Channel Shift is more than just web forms; it is the automation of all your back office processes.

WebCapture from **Govtech** transforms content from your web forms using a fully automated process, which validates and integrates with your back office.

So if you are looking to make Channel Shift work for you then there is only one name to remember – **Govtech.**

At the heart of Channel Shift.

For more information about **webCAPTURE** or **Govtech** please call us on

01285 659286 or go to **govtech.co.uk**

All statistics quoted are for the period April 2012 – June 2013

100% Govtech

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Govtech
SMART WORKING

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Govtech
SMART WORKING

As the momentum for **Channel Shift** increases, the need to integrate web front end and the back office also increases. **webCAPTURE** from **Govtech** transforms content from your online self-service web forms using a fully automated process. Data is validated, business rules applied and updates automatically made to your Council Tax and Business Rates accounts.

webCAPTURE has been used by **Kirklees Council** to great effect and has transformed the way that they organize their back office resources. **"webCAPTURE has enabled us to shoulder a greater burden and achieve a new set of targets and challenges when CTR and other changes mean that collection is becoming more difficult and the work associated with collection activities is rising significantly."**
Steve Bird, Head of Welfare & Exchequer Services, Kirklees Council.

100% reliable

webCAPTURE increases the reliability and resilience of service resources by automating day-to-day transactions and leaving you with fewer things to worry about.

100% validated

webCAPTURE validates the content from web forms, not just citizens but all the parties affected by the transaction. It can also check for active benefits claims, other money owed and flag changes to other interested systems and parties.

100% integrated

webCAPTURE doesn't deposit work in a queue for officers to process manually. It fully completes transactions in accordance with your business rules. When your rules trigger intervention, **webCAPTURE** takes things as far as it can before it posts the item into a priority work queue with a Notification to explain why intervention has been triggered the case to officers with the reason.

100% automated

webCAPTURE turns online self-service into a fully automated process. Data validation and business rules ensure that your team works only on cases that require their skills and expertise, enabling you to focus your resources on what matters.

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At the heart of Channel Shift

100% of transactions are 100% accurate

That is what Croydon's Revenues Manager was able to tell visitors in June 2013 after 15 months' live running. What she didn't say was that **webCAPTURE's** business rules engine contains over 5,000 configurable parameters, enabling it to automate transactions consisting of 1,000 process steps without intervention and always get the outcome right.

86% of house moves fully automated

From a simple move out, to a complex move within involving a break-up of the household, **webCAPTURE** consistently completes Croydon's Council Tax moves without officer intervention. In August 2013, **webCAPTURE** fully automated 86% of online, self-service moves in Croydon, with the balance flagged to officers for intervention.

85% of address changes online

In Kirklees, a determination to fully exploit channel shift and the automation delivered by **webCAPTURE** led to 18,000 work items being submitted online in the first 23 weeks, including 85% of address changes in June 2014

21% reduction in Revenues cost base

"Using **webCAPTURE**, we reduced our cost base by 21% by moving the front and back office together, achieving a huge reduction in avoidable contacts and increasing ownership of complex cases. It was a great incentive to channel shift".
Mark Fowler, Head of Income & Benefits, Croydon Council.

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At the heart of Channel Shift