

At a glance...

webCAPTURE outcomes in the first 8 months

- > 35% reduction in Contact Centre phone traffic
- Enables Customer Service Centre to answer 80% of calls within 20 seconds
- Over 1,000 digital transactions per week
- 8 posts already removed in CSC and Revenues, savings of £200,000 pa
- Populating customer data accurately supports swifter billing and collection

“The remarkable thing about **webCAPTURE** is the speed of implementation, which is extremely quick - we were realising savings and other benefits within 3 months of going live.”

“You really don’t need to worry about back office integration and automation. The **eCAPTURE** and **webCAPTURE** services work extremely well. More important is to focus on cross-skilling, maintaining a flexible work force and having a clear vision of what you want to achieve.”

David Walker, Head of Customer & Exchequer Services and Digital Services Project Lead,
City of York Council

Other Business Benefits

“**WebCAPTURE** enables us to look at our business in new ways by giving us information we didn’t have before; we can see which transactions are not automated and why. That enables us to amend our business rules where needed to eliminate unnecessary checks and other interventions.”

Paul Sanderson, Revenues Manager

Paul believes that a transformation in thinking is also required to fully exploit automation. “In hindsight, we were probably too cautious in setting some of our business rules.”

eCAPTURE Benefits at a glance:

- Nearly 100% of customers switched to the **eCAPTURE** HB/CTR eClaim immediately after Go Live
- End-to-end process for handling residue of paper claim forms reduced to around 7 minutes

What else has changed?

webCAPTURE collects contact information enabling new ways of communicating with citizens, such as SMS and email. “For example, summonsed customers can receive an SMS inviting them to go on-line and make us an offer to pay, rather than go to court.” The benefits of this: “A lot of effort was consumed trying to contact people who didn’t want to speak to us. SMS linked to online Special Payment Arrangements saves this wasted time and increases our Recovery capacity.”

About City of York Council:

- Around 90,000 chargeable dwellings
- Over 6,500 NDR accounts
- Around 25,000 students
- Around 4,000 new HB/CTR claims pa



WHY DO I NEED webCAPTURE?

Most web forms aren't integrated with Northgate Revenues in any meaningful way. Most have to be scanned, queued and analysed, legislative decisions made and then they are manually keyed into Northgate.

Even partly-integrated forms don't save much time because Revenues officers have to check what has been done before they can complete the remaining work.

If web forms are not fully integrated, you are not getting all the benefits of channel shift in the Revenues Service.

webCAPTURE integrates and fully automates virtually everything, up to and including Refunds or Credit Transfers which are completed after the account has been calculated, including any benefit adjustments. When **webCAPTURE** says it has completed a transaction, it means just that.

HOW DOES AUTOMATION WORK?

When a citizen (or a non-Revenues member of staff in a contact centre) completes a web form, the content is routed directly to the **webCAPTURE** processing centre.

webCAPTURE validates the address and the parties involved, applies legislative and business rule checks and then breaks the service request down into a series of logical instructions. These are automatically passed to Northgate Revenues in sequence.

For example, Northgate Revenues does not have a Change of Address API; these transactions are too complex for a single interface. Instead, it has around 50 APIs. To automate a Move, **webCAPTURE** may use 21 of those APIs. Which APIs are called, in what sequence and what data they are given is case specific.

All of this is managed by **webCAPTURE** and, because the process is automated, it gets it right every time. In terms of provenance:

- Councils collectively managing in excess of **4 million chargeable dwellings** are already using **webCAPTURE**. Some use Govtech's web forms, others use web forms from Gandlake, Firmstep, Victoria Forms, etc.
- In 2016-17, Kirklees MBC submitted **60,000 CT** and **NDR transactions** to **webCAPTURE**
- City of Edinburgh Council is currently submitting up to **300 Council Tax moves per day**

webCAPTURE IS A HOSTED SERVICE. WHAT DOES THAT MEAN?

It means there is no software to buy, no new technology to master and nobody logs in to **webCAPTURE**. The service is delivered over secure communication lines which link your web forms with **webCAPTURE** and Northgate Revenues.

This makes **webCAPTURE** very simple and non-disruptive to deploy. We set up your business rules and all you have to do is test it and implement your publicity strategy. It comes with a test pack and test scripts.

webCAPTURE delivered as a service means you're buying a business outcome, not a software solution. Govtech uses its technology to deliver the outcome.

We commit to capture, validate, transform and load your CT and NDR transactions quickly, accurately and securely. In doing so, the outcome is that around 80% of the current manual workload will be fully automated and the balance sorted and loaded into prioritised document management work queues.

Since **webCAPTURE** is a service, the pressure is on us to deliver the outcomes every day, so you'll want to keep it.

In summary, **webCAPTURE** is a service which automates around 80% of your day-to-day work and sorts the rest into prioritised work queues. Officers spend time only on things that require their skills and expertise. Anything they don't need to see is completed and archived automatically.

Sandwell MBC implemented **webCAPTURE** in 2014. Its 2015 submission to the IRRV Awards scheme said:

"In 2014 the service was required to achieve a 16% reduction in costs for 2015/16. The service was restructured and staffing levels were reduced by a total of 24 FTE."

"The work we have undertaken in revenues to offer customers effective and efficient online services has enabled savings of approximately £1m in service costs whilst offering an improved service to our customers."

In 2016, Sandwell MBC extended its **webCAPTURE** service until 2022



REVENUES & BENEFITS AUTOMATION
PARTNER OF CHOICE

Govtech Solutions Ltd, Units 3 & 4 (Block 1),
Cirencester Office Park, Tetbury Road, Cirencester GL7 6JJ
Tel: 01285 659286 www.govtech.co.uk