

Granicus Digital Platform proposal for Spelthorne Borough Council

About Granicus

Empowering Modern Digital Government

Granicus provides technology that empowers government organizations to create better lives for the people they serve. By offering the industry's leading cloud-based solutions for communications, and digital services to around 4,500 public sector organisations, including half of all Local Authorities in the UK, Granicus helps turn government missions into quantifiable realities. Granicus products connect more than 200 million people, creating a powerful network to enhance government transparency and citizen engagement. By optimizing decision-making processes, Granicus strives to help government realize better outcomes and have a greater impact for the citizens they serve.

Version 2

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Version: 10/09/2021

Prepared By: Ric Adams, Business Development Manager

This quote is valid for the duration 30 days

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Background

Spelthorne Borough Council (SBC from here) have a number of existing customer and staff facing digital solutions, some of which aren't providing the desired levels of customer experience. This is contributing to a user experience that could greatly improve, with a rationalisation of portals / logins, a simpler, more aesthetic layout, and more efficient back-office processing. There is also an opportunity to reduce overall costs and drive channel shift.

It has also been identified that there are opportunities to support the communications team with greater levels of communications automation, improved data segmentation, and better analytics, from a professional government-only communications platform.

Granicus are uniquely placed to help with these issues, as well as:

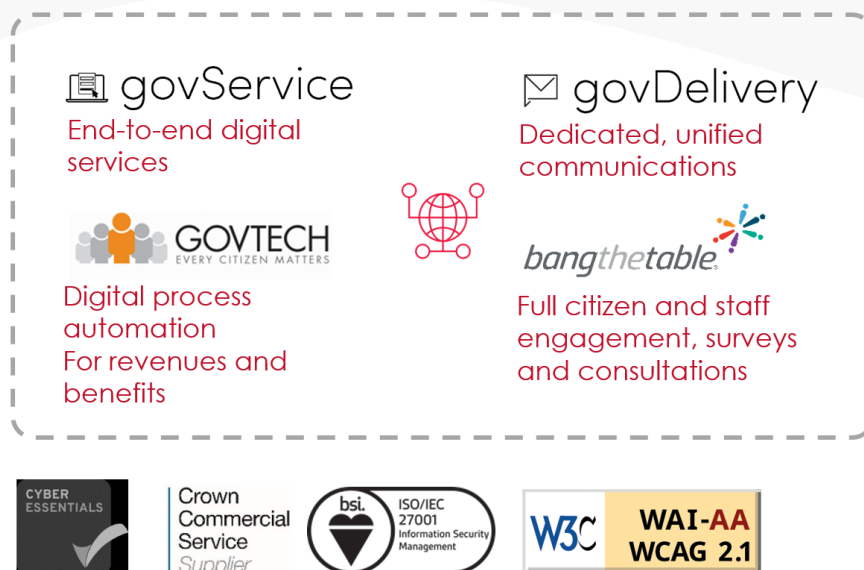
- Build on SBC's excellent, existing developments in Service Designer (Forms)
- Provide a forward-looking digital platform which will continue to evolve with local authorities, and help to tackle future requirements, such as CRM / customer services, and deeper data / analytics, to name a couple.
- Drive higher levels of engagement and channel shift via an integrated communications and digital platform – something unique to Granicus.
- Provide market-leading levels of revenues and benefits automation

Executive Summary

The overall proposed solution is comprised of several smaller packages of work, which could be adopted in isolation, though the whole is greater than the sum of its parts. These all expand on the use of Granicus's 'Civic Engagement Platform', which is a growing platform of capabilities including forms, workflow, self-service, local government CRM, government digital comms, citizen engagement and consultations, and more.

For background on Granicus' 'Civic Engagement Platform', and the unique strengths of our technology and our organisation, please see the counterpart document ['The Benefits of Working with Granicus'](#).

A unified, growing, digital platform for government



- ✓ Improve the customer and staff experience
- ✓ Reduce IT complexity
- ✓ Drive channel shift and ROI
- ✓ Help staff be more efficient and effective
- ✓ Feature, and data-rich
- ✓ highly secure, accessible, future-proof

The areas of proposed work are:

- A. Re-develop the self-service portal ('Customer Portal')** to improve the features, aesthetics, usability, and replace the existing 'My Spelthorne' solution.
- B. Deploy advanced Revenues capability** via our partnership with Govtech, to deliver a seamless customer experience and deliver high levels of case work automation. This can be paired with 'My Accounts', to pull revenues data and ebilling into the Customer Portal.
- C. Provide a powerful government only communications platform, govDelivery**, which will ease the burden on the communications team, with professional, automated content, powerful reporting and insight, and data segmentation to ensure customers stay engaged with council communications.
- D. Offer the option to expand the digital offering with a CRM** for local government - futures

Key Benefits / outcomes of this Approach

Overall, this proposal provides the following, key benefits to SBC:

- Delivering much greater levels of channel shift via an improved customer online experience, and proactive comms (via govDelivery), integrated into the digital platform, affecting behaviours, and driving people to self-serve. This includes reducing the number of portals / logins a citizen requires to interact with the council online, for a seamless experience interacting with SBC.
- Ability to adopt a true 'tell us once' approach to customer service; while this will evolve over time, and SBC will have to continue to develop the forms, processes, and integrations to continue to join up their services and data, Granicus are uniquely placed to help do this with our expansive
- Reducing IT complexity and expense by rationalising front-of-house solutions / portals, and the potential to do the same in the back-office.
- Large efficiencies in the revenues service, via market-leading levels of casework automation, and self-service take-up. This is also complemented by govDelivery, as the communications platform can be used to drive and inform revenues and benefits customers.
- Deliver a better ebilling functionality that is currently provided, with no requirements to manually correct data
- Increase collection rates and other value-add opportunities for revenues staff with more bandwidth to focus on such areas, and / or reduce headcount.
- Providing a professional communications platform to the whole organisation. This will help the stretched communications team thanks to high levels of automation, and an easy-to-use no-code interface. It will also enable SBC to provide new mechanisms of communication; alerts, reminders, 'Drip Campaigns', 'Re-Engagement Campaigns', powerful customer data segmentation, and more.
- Driving up comms subscribers using govDelivery's unique 'Subscriber Network' of over 21 million UK citizens. This would help with the current only newsletters, which subscriptions are relatively low, as well as any other areas SBC wish to communicate to citizens and staff.
- Reduce the number of unnecessary calls and traffic, due to better communications, and a better online experience, with more forms and data available through a single portal.
- Granicus would expect a good ROI on any, and all aspects of this proposal, and if further assistance is required, we will be happy to help.

Additional Benefits

It is likely that there are other areas of benefit that SBC can realise by adopting this approach, as we often find the following with customers in similar positions:

- Reducing print and post volumes via better online services, ebilling, generating PDF attachments (instead of posting) etc.
- Delivering large efficiencies through back-office processes; SBC are already using the Service Designer (forms) solution and recognising some of these gains. However, with further channel shift and deeper buy in for the Granicus Platform, this efficiency could be rolled out further
- Further reducing the need for software and licenses via rationalisation of logins and 3rd party solution. In many instances this may be small solutions, or modules within bigger solutions, such as a pest control solution within a wider environmental package, for example, but the cumulative savings can be considerable and speed up the ROI further.

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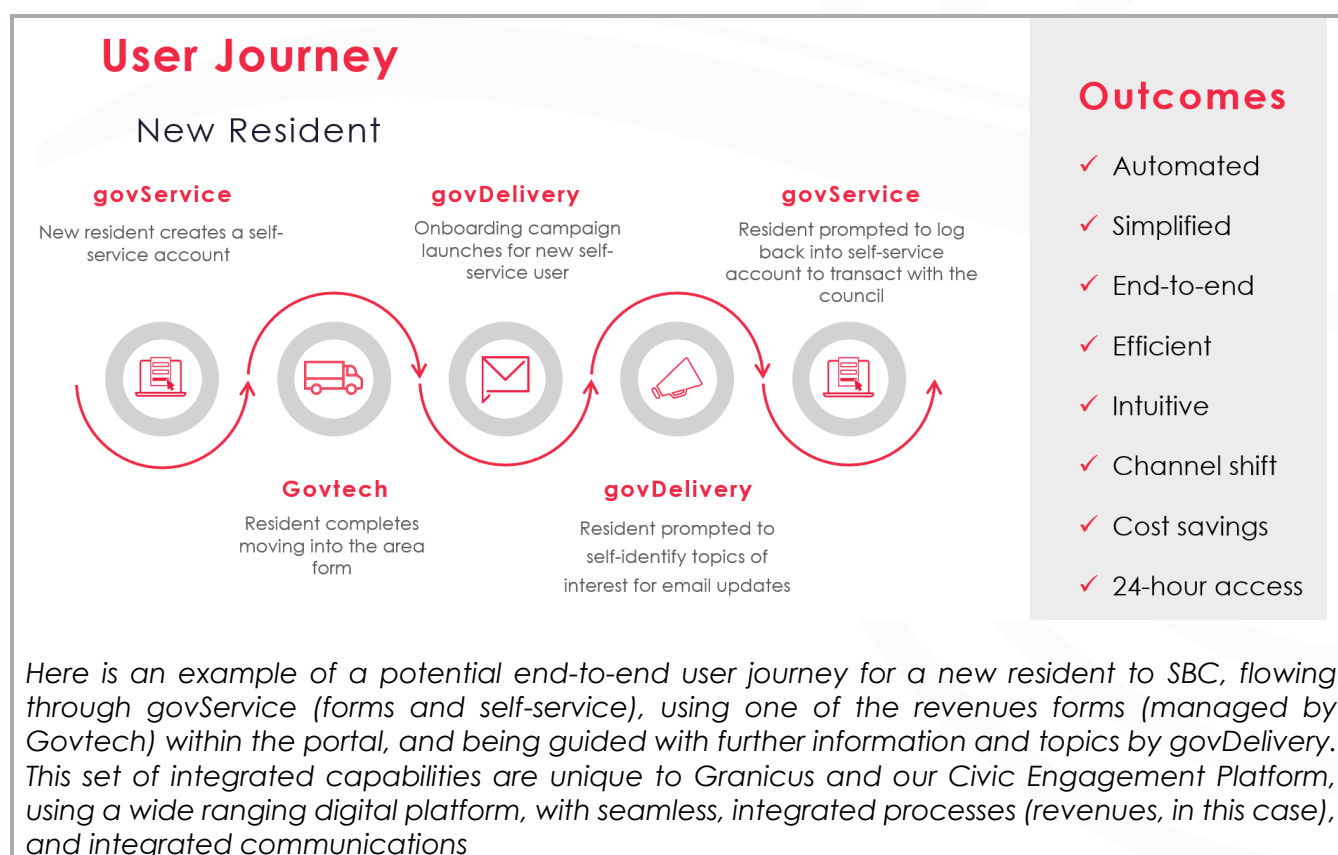
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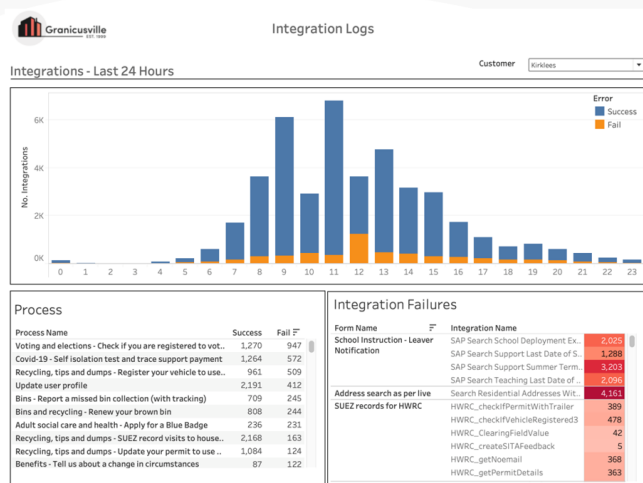
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- Being part of a wider community of over 200 local authorities using govService and govDelivery, the opportunities to share forms, workflow, and integration, and collaborate more widely, will continue, especially with the launch of our new 'govCommunity' portal: <https://community.granicus.com/>
- Reduced expenditure in maintaining GDPR commitments; GDPR capabilities, such as automated retention tools, are built-in to the wider platform. By reducing the underlying IT complexity, providing a single account to citizens, and doing this with a GDPR compliant platform, SBC will be ensuring they can maintain their obligations with minimal effort.
- Granicus are making a big investment in the data and reporting available through our Civic Engagement Platform, particularly govService, which will not only allow real-time reporting to take place using best-of-breed reporting tools, but gives opportunities to standardise data across local authorities, and to embrace AI solutions.



Investing in Data



Powerful new real-time data repository

Investing in highly scalable, extensible data

Connect best-of-breed reporting, analytics, and insight tools

Future proofing – opportunity to work with new tools and AI

Proactive approach to look at demand management and trends

Join up council data silos

Granicus are making big investments in data to facilitate market-leading reporting, analytics, and insight at councils, as well as future-proofing the reporting to embrace emerging technologies, such as AI

Proposed Work Packages and Solutions

A. Re-develop the Customer Portal

This proposal is based on some joint scoping work carried out and includes the capability to replace Astun. It's a relatively straight forward piece of work to replace most of the Astun capability, discussed. Concurrently to this, we can also train you to use the 'Page Builder' functionality within the Customer Portal, so SBC can make some of the modifications and improvements inhouse, in the future. As SBC will have a great deal of control over the Customer Portal and its design, it's a great opportunity to further enhance the customer experience, alongside reducing portals / logins. Some existing customer examples of customised [Customer Portals can be viewed here](#).

1. Home Page Customisation to Replace Astun (not including the My Alerts section):

A separate scoping document [is available here](#); please feel free to read through it. There is a one-off service charge for the widget development and training on the use of Page Builder

Cost for Home Page Customisation

£7,500 (5 days) – 'Customer Success Bundle'.

The Customer Success Bundle, is a bundle of 5 days which comes with a number of additional perks, including an additional strategic review with our Success Team, two direct reviews / feedback sessions with our Product Management team. This is an annual bundle, however, it is up to the council's discretion if the bundle is taken each year, so can be taken as a one-off bundle of 5 days if the council doesn't see further value in subsequent years and decides not to renew it past the first year.

This is a more cost effective way to buy a small bundle of days than our standard day rate (which would have put this price to £7,875), and includes the extra perks of the bundle, listed above.

More information on the Success Bundle is available here:

<https://view.highspot.com/viewer/611b8b31f7794d4b73a65df7>

2. Replacing the 'My Alerts' on My Spelthorne:

We can add a tab into the Customer Portal for 'My Alerts', to replace the existing alerts. However, to power this I would strongly recommend 'govDelivery', as your existing forms / govService solution wasn't designed to provide this kind of functionality. govDelivery pricing is quite flexible, based on the license you require.

By using govDelivery to power My Alerts, SBC will have far more than just an alerts capability for the website, but a powerful government communications platform for the comms and digital teams (and anyone else at the local authority who needs to provide outbound comms, though this can be restricted with granular permissions).

govDelivery will not offer a perfect 'like-for-like' replacement for the Astun alerts out-of-the-box, as it works based on subscriptions and isn't typically setup to send alerts based on distance from a location. This can be done but would need to be setup with the govDelivery API. The API is included, but there would be extra configuration that Granicus / SBC would need to undertake to mimic this behaviour.

https://developer.govdelivery.com/api/comm_cloud_v1/Default.htm#API/Comm%20Cloud%20V1/API_CommCloudV1_TriggeringBulletins.htm%3FTocPath%3DCommunications%2520Cloud%2520API%2520v1%7CCommon%2520Uses%7C_____1

If an exact like-for-like solution is required then I recommend we do some further scoping, as there will be some one-off fees on top of the standard license and setup for us to configure this. However, if a similar, but not identical approach is acceptable, the basic setup for govDelivery will be sufficient.

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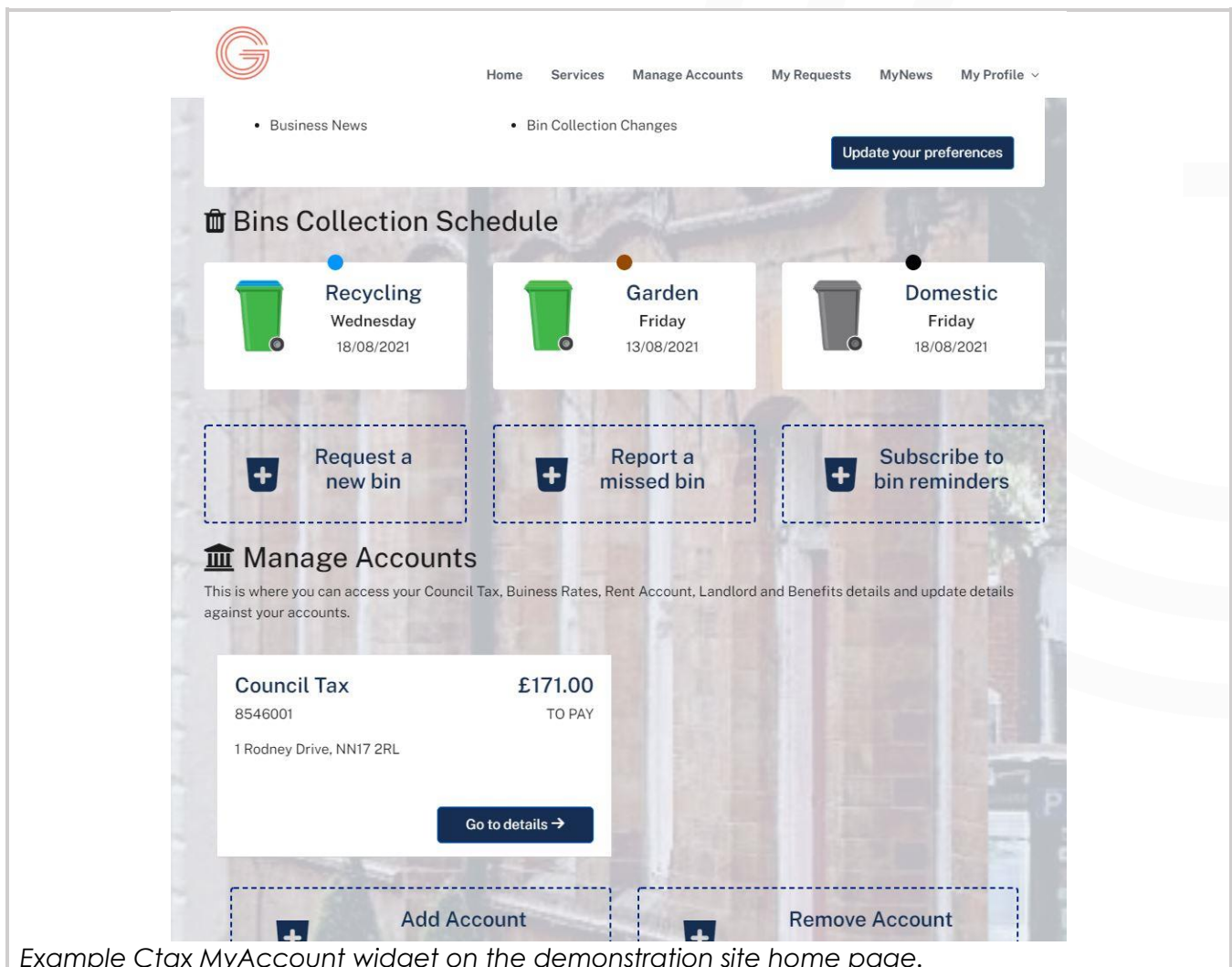
Cost to replace My Alerts

govDelivery pricing is listed below, under **section C: Provide a Powerful Government Only Communications Platform, govDelivery**

3. Revenues and Benefits Widgets ('MyAccounts') in the portal:

SBC can also enable the 'MyAccounts' within the Customer Portal; these are detailed online accounts and ebilling for council tax, benefits, housing rents, and business rates. Though there are 'widget' components to this offering, these go considerably beyond just the personalisation of the Customer Portal aspect, as they are integrated into the revenues and benefits data, they also pull through into the Customer Service Hub (if you adopt that solution). They are a managed solution, so have an additional license and setup cost. Please note that the

For reference, here are some screenshots of the MyAccounts widgets and data pages on the Granicus demonstration site:



Example Ctax MyAccount widget on the demonstration site home page.



My Council Tax Account

8546001

Information about your council tax band and your bill in more detail is available on our [council tax bills](#) page.

1 Rodney Drive

Band: Band B

Summary

Account Details

Payments

Discounts and Adjustments

Apply for a Discount

Documents

Further Help

Summary

The total outstanding balance of your account is **£171.00**

Your next payment of £171.00 is due and will be taken by direct debit **and will be taken by Monthly Payment**

Outstanding Bill


Start Date	Opening Balance	Payments Made	Adjustments	Outstanding Balance
01 Apr 2021 - 31 Mar 2022	£1,707.80	£1,020.00	£0.00	£687.80

Instalments Due

Date	Amount Due	Balance Remaining
01 Nov 2021	£171.00	£343.00
01 Oct 2021	£171.00	£514.00
01 Sep 2021	£171.00	£685.00
01 Aug 2021	£171.00	£856.00
01 Jul 2021	£171.00	£1,027.00
01 Jun 2021	£171.00	£1,198.00
01 May 2021	£171.00	£1,369.00
01 Apr 2021	£168.80	£1,540.00

This information is taken from your council tax account at close of business on the previous working day. Please wait six working days if a recent payment isn't showing. Payments listed on the 'Summary' screen show the year the payment was made. In some cases these payments are for a previous year's debt.

From the Customer Portal, the citizen can drill into the details behind the council tax data, which is the pulled from the line of business system, or a data extract. This detailed information is easy to use, all under the one 'Customer Portal' login, and can be used in conjunction with the revenues forms to replace the need for a revenues portal. MyAccounts have been built for council tax, benefits, NNDR, and housing rents.



HomeServicesManage AccountsMy RequestsMyNewsMy Profile ▾

My Council Tax Account

8546001

Information about your council tax band and your bill in more detail is available on our [council tax bills](#) page.

1 Rodney DriveBand: Band B

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Further Help

Account Details

This page displays details we store about you regarding your Council Tax account.

Name	Richard Adams Change your personal details
Address	1 Rodney Drive Corby NN17 2RL Tell us if you have moved
Forwarding Address	1 London Street Cambridge Cambridgeshire CB4 0WS
Contact Details	<div><div>☎ Phone Number</div>01234</div> <div><div>☎ Alternative Number</div>07123</div> <div><div>✉ Email Address</div>john@firmstep.com</div> <div>Consider moving to paperless billing</div>
Other(s) Liable	Jane Smith Change liable parties
Authority to Discuss	Jane Smith Add or change parties with authority to discuss


This information is taken from your council tax account at close of business on the previous working day. Please wait six working days if a recent payment isn't showing. Payments listed on the 'Summary' screen show the year the payment was made. In some cases these payments are for a previous year's debt.

The tabs on the left of the MyAccount provide extra levels of detail, ebilling, links to the appropriate forms such as setting up direct debits, changing address etc.

Service
Dashboard
Index
Admin
Settings
Cautionary Contact
Phone Team - A
Welcome to Service

Refuse crew 6 broken down: Refuse crew 6 have broken down and will perform no further lifts today. Re-collection tomorrow.

Search
Customer
Customer by Xref
Cases
mark ramus 12 rodney drive
Search


Mr. Mark Ramus
12, Rodney Drive, Corby, NN17 2RL, United Kingdom,

Self Account Created
No D.O.B. given
uk-sales@granicus.com

+ Raise Case

Summary
Details
Cross References
5
Tasks | Cases
2 | 2
Relationships
2
Notes
2 | 0
Messaging
0
MyAccount

MyAccounts

Council Tax	<input checked="" type="checkbox"/>
Benefits	<input checked="" type="checkbox"/>
Rent	<input checked="" type="checkbox"/>

+ Create Customer
+ Create Group/Organisation


Please note that the MyAccounts can also be exposed within 'Customer Service Hub', as displayed above, which is Granicus' CRM for local government, and is an easy-to-deploy extension to the govService Platform. By investing in the capability described in this proposal, SBC are not building themselves into a corner, and can easily add this capability on at a much lower cost than investing in a whole new platform or a private sector CRM.

As well as re-using the same 'MyAccounts' to provide back-office data to staff through the Customer Service Hub, it also uses the same forms, workflow, and integrations that SBC have already been developing, with just a few clicks to publish the existing content into the CRM interfaces. This makes it very easy and rapid to roll out in the future, should SBC choose this route.

Service
Dashboard
Index
Admin
Settings
Cautionary Contact
Phone Team - A
Welcome to Service

Refuse crew 6 broken down: Refuse crew 6 have broken down and will perform no further lifts today. Re-collection tomorrow.

Search
Customer
Customer by Xref
Cases
mark ramus 12 rodney drive
Search


Mr. Mark Ramus
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Self Account Created
No D.O.B. given
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+ Raise Case

Summary
Details
Cross References
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MyAccount

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01 Apr 2021 - 31	£1,707.80	£1,020.00	£0.00	£687.80

+ Create Customer
+ Create Group/Organisation

As per the previous screenshot, staff members can drill into the detail of the MyAccount (council tax in this example), from within the Customer Service Hub, just as a citizen can through the Customer Portal self-service interface.

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B. Deploy Advanced Revenues Capability

In partnership with Govtech, Granicus are pleased to offer a unique set of capabilities to SBC in relation to their Revenues Service (with further developments in Benefits due to be offered in 2021). Govtech are experts in revenues, benefits, and process automation. Through this innovative partnership Govtech have re-built their catalogue of managed revenues and benefits processes using the Granicus govService Platform. That means that the forms can be dropped seamlessly into govService customer's Customer Portal (self-service) and Customer Service Hub (CRM) solutions, providing a single place for SBC citizens to interact with SBC, through their corporate service portal which hosts the council's other services. This is all under a single login and common look and feel.

This approach also benefits from govService's market leading forms capability; the forms deployed are modern, easy-to-use, accessible, and secure. A great deal of effort has been invested in the products and the forms to ensure they provide an excellent customer experience, and this is reflected in our industry leading channel shift rates. For example, Nottingham City have achieved overall **channel shift of over 85%**.

Govtech's managed package of integrated revenues services is called 'webCAPTURE'. Another huge benefit of webCAPTURE is the unrivalled levels of casework automation, which typically range from **65 – 75% of all resulting revenues casework**. This leads to huge time savings for staff, which SBC could recognise as a reduction in headcount, redirecting staff to more value-add tasks, or a combination of the two. For example, Kirklees saved 9FTE in staff hours. Staff were all retrained into collections, and they have subsequently reduced their aged debt by £5 million over the last 3 years.

Plymouth

Goal: increase online take up of
Revs and Bens from 28%

 **97%** Self Service take up

 **10k** Automated transactions
(1 month)

 **70%** Full automation



More than 65% of all
customer service
requests made to the
council were in relation
to Council Tax or Street
Services. Uptake and
service was poor

 govTech and MyAccounts

Plymouth City Council replaced their existing Capita portal with a combination of Govtech's webCAPTURE solution, and the Granicus MyAccounts, delivering huge improvements in self-service uptake and automation levels, comfortably within the first year of operation.

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Target high transactional processes



webCAPTURE provides a comprehensive array of revenues processes, with the ability to configure the automation levels to suit the local authority

Cost for Govtech webCAPTURE

This cost is to be agreed, and will need discussion with the local authority, and working through the Govtech calculator, which also demonstrates ROI. **TBC**

Cost for the Council Tax MyAccount

£8,500 – Implementation, one-time fee

£11,500 – Annual SaaS License

Cost for the Benefits MyAccount (should SBC want to pull benefits data into Customer Portal, also)

£8,500 – Implementation, one-time fee

£11,500 – Annual SaaS License

Please note that we also offer a Business Rates MyAccount, and a Housing Rents MyAccount, which are costed the same as above.

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C. Provide Powerful Government-only Communications (govDelivery)

govDelivery is in use with over 200 government organisations in the UK, and has been designed specifically to provide government communications, only.

govDelivery is integrated to the wider govService Platform, and as such can be used to help drive channel shift, and vice versa. For example, a citizen raising a missed bin case, can be prompted to let them know automated bin reminders go out the night before their collection is due and, assuming they haven't already subscribed, prompt them to subscribe to the alerts. And vice-versa, automated campaigns can be setup to drive customers into self-service, to alter their behaviours, and to launch new online services and capability.

govDelivery can also enhance the success of the Govtech WEBCAPTURE solution, in the same way described above. It can be used to push revenues and benefits customers into the self-service forms and the Customer Portal, and can be used to enhance the citizen journey for a customer using the revenues and benefits forms, as described in the 'User Journey' image, above.

govDelivery

Engage Citizens, Drive Action

Email, Social & Text Messaging Solutions



The Challenge

These days, updating a webpage isn't enough. To achieve your goals as a government communicator, you have to engage with citizens everywhere you can: in email inboxes, on mobile devices, through social media. Defining a communication strategy that hits the most relevant audience, managing the volume of messages required across your organization, and ensuring you have the right approvals and security can be a challenge.

govDelivery is a feature-rich solution which brings a number of significant benefits, some of which (like the Subscriber Network), being completely unique to govDelivery:

- govDelivery is the UK government market-leading communications platform and is used in Central Government, Local Government, the NHS, Housing, and Blue Light Services.
- govDelivery is highly secure with ISO27001 and Cyber Essentials Certification, it's accessible to WAI AA or AAA standards (depending on templates) and is GDPR compliant. It's also available to buy through the Crown Commercial Services GCloud.

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- govDelivery and its ongoing development are purpose-built for government, so new features, and capabilities we add will all be relevant and are delivered on a regular basis at no extra cost or inconvenience, as govDelivery is a fully SaaS platform.
- We have by far the highest deliverability of emails as we have trusted relationships with ISPs; only government send messages through our platform, where most other communications platforms can be used by anyone, so typically get a lot of emails caught up in spam filters.
- We have a unique 'Subscriber Network' of over 21 million users in the UK i.e. citizens and businesses who have subscribed to a govDelivery account. We cross promote subscribers using this network, which helps organisations rapidly drive-up subscriptions using our existing community of subscribers
- We offer the greatest reach and engagement capability of any platform, so you can rapidly build a large subscriber base, and keep them engaged with different campaign types, great deliverability rates, A/B testing and more.
- High levels of automation, allowing you to build campaigns and rules that automatically send and segment data, whilst reducing the workloads on busy comms teams with limited staff and resources
- Unique, advanced data segmentation options allow you to drill into your audience demographics, to target groups with highly relevant, focussed campaigns. For example, you may wish to target a group of individuals in a specific age range, in a particular area, and with an interest in certain topics you have published; you can create a 'segment' for this, and govDelivery will automatically maintain the list of appropriate customers.
- govDelivery is a low code platform with drag-and-drop interfaces to build templates, manage campaigns, run reports, administer the system etc. This makes it easy for non-technical staff to pickup and use, with training taking only a day and most sites setup, running and trained within a couple of weeks.
- Comprehensive, built-in reporting is easy to use and requires no development or configuration; it allows you to measure your subscriber growth, check deliverability, open rates, click through etc. This is fantastic for a continual improvement process as well as reporting back on KPIs and checking which if your communications are most read / valuable.
- Built-in AB testing enables you to run campaigns side-by-side with minor alterations, to different segments of your target audience. The most 'successful' campaign will then be sent to the remainder of your target audience, and a report generated so you can see what is working (and what isn't!). Note: AB testing comes with the govDelivery 'Professional License'
- The SaaS license allows you to send as many emails and have as many staff using govDelivery, as is required.
- govDelivery can publish content to multiple channels all at the same time, including emails, twitter, Facebook, and RSS. You can also extend this to include SMS messages through optional text message bundles. This is particularly useful where you have more urgent comms or for alerts and reminders. Many local authorities use the SMS bundles for emergency planning, for example.
- You aren't just licensing the solution (govDelivery), but also the service. As part of the license, organisations have access to detailed, online 24/7 support, we have a UK-based support team (as well as a support team in the US), you can access our designers to help with templates / designs at any point in time should you need it, at no extra cost, and you will have a dedicated Customer Success Consultant, who will work with you on a regular basis to ensure you are getting the most from the platform.
- We understand government; the support and resources we provide are focussed as such. For example, we recently published a free vaccine comms 'playbook' to help organisations deliver excellent communications on this tricky topic:

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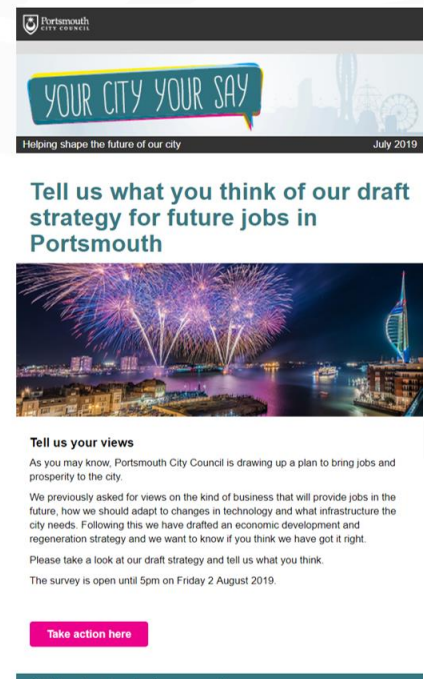
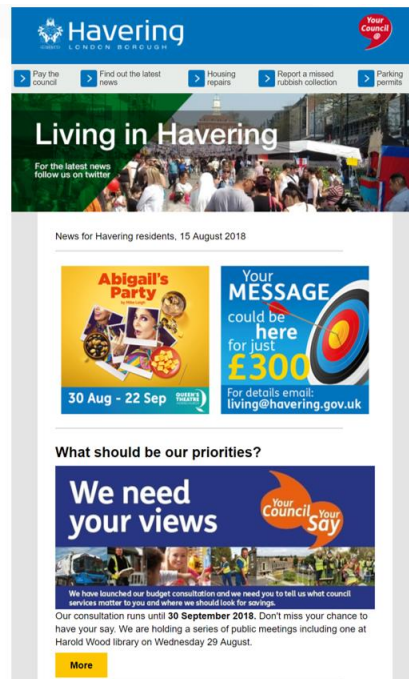
<https://view.highspot.com/viewer/609d51b18117171f7a2a47d6>

We also publish other government resources, such as our annual engagement reports:

<https://view.highspot.com/viewer/60acd468a4dfa0541ccc0a3d>

<https://view.highspot.com/viewer/60acd4c466bbba0da0b674fc>

Thanks to the reach of the 'Subscriber Network', we envisage that we can help SBC rapidly grow the existing newsletter subscriber base (as well as import the existing contacts) and offer the comms team a great deal of other capability to expand email communications and social media posts, much more widely.



Costs for govDelivery:

govDelivery has quite a flexible licensing model, depending on SBC's requirements, and budget. A few examples, from the lowest cost to the full enterprise package, have been costed below.

10-topic 'Basic' license: £4,200 per annum, £1,680 implementation, one-time fee.

10-topic 'Professional Package' (includes the basic features): £6,720 per annum, £2,688 implementation, one-time fee.

Unlimited Basic Package: £8,388 per annum, £3,355 one-off setup

Unlimited Professional Package: £10,908 per annum, £4,363

All the packages include unlimited email sending, unlimited staff accounts / internal comms, and unlimited subscribers. The only limits are if you opt for a 'limited topic' package. Implementation includes training and development of templates and website overlay in conjunction with our designers. There is also unlimited access to support and online knowledge articles and training. The License includes an annual remote training course to 'top up' existing users, or train new staff, as required.

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SMS messages have a carrier charge which we pass on in bundles. There are a number of bundles, here are a few bands:

30,000 messages: £1,308

60,000 messages: £2,580

100,000 messages: £4,260

D. Offer the option to expand the digital platform with a CRM

The govService Platform comes with a module called the 'Customer Service Hub', which is an extension to the core platform, building on the forms, integrations, and workflow which SBC have already been developing. It rapid and cost effective to add on, and provides a dedicated CRM capability, specifically designed for local authorities. It doesn't require extensive development in order to deploy into a fit shape for a local authority, such as a private sector CRM, but it has all of the required capability, and is much more powerful than 'CRM Lite' solutions offered, striking a good balance of cost, functionality, ease of use, and speed of deployment.

In terms of deployment, for existing customers such as SBC, deployment, training and configuration, can be completed in as little as a few weeks, depending on council availability for training etc.

For a high level overview of the Customer Service Hub, and the benefits that CBC will receive by deploying it, please see the ['Benefits of Customer Service Hub'](#), here.

Costs for the Customer Service Hub (as of the time of writing)

£6,500 – Implementation, one-time fee

£20,150 – SaaS annual license, for up to 15 concurrent customer services staff. Additional logins are £748 per annum, each.

Appendix A – Optional Solutions

Calendar Bookings

The Granicus Calendar Bookings expansion enables clients to add live bookings into their forms. The feature integrates directly with common calendar providers such as MS Exchange and Google, allowing availability to be queried and presented back for selection in real time. Several calendars (team 1, team 2 etc.) can be integrated with the form dynamically selecting the appropriate calendar based upon defined criteria such as the user's input e.g. request type, location, severity etc. This dynamic capability extends to slot durations, granularity, and working times which can all be configured as hard-set options or dynamic options which change based on selected form options, providing maximum flexibility.

Selecting a slot automatically places a temporary reservation within the calendar preventing the slot from being double booked. Upon completion of the form and any mandatory actions such as taking a payment, the slot is updated to a confirmed booking. Standard platform notifications can be configured to provide confirmation to the customer as well as a reminder before the appointment is due e.g., SMS reminder the night before.

Additional functionality can be added on a process-by-process basis such as allowing customers to reschedule the booking within defined rules and complete any required actions such as making an additional payment.

The calendar booking expansion can be added to any form as required by the client with typical examples including booking home visits, i.e. (pest control treatments, special collections), office-based appointments with specialists (i.e. reception, housing, environmental, social care and registrar teams), MOT's at client test stations, and even internal resources such as meeting rooms, equipment, pool cars, catering etc. Combined with the optional Kiosk solution, customers are also able to self-check-in for appointments on arrival.

Costs for Calendar booking

£4,000 – Implementation and activation.

£3,900 - Integration with up to 50 calendars, annual SaaS license. Please note a larger license for 500 calendars is available at £8,050 per annum

Freedom of Information Managed Solution

The Granicus Freedom of Information application is the ideal solution for handling all FOI and EIR requests. It removes any avoidable contact by mandating customers to search the included FOI disclosure log for previous requests of a similar nature. Where a similar request is identified, customers can open the request and view the disclosure details removing the need to log a duplicate. Where an answer cannot be found, the customer is permitted to proceed and enter the new request details.

Logged requests are assigned to relevant back-office team for review. Several actions can be taken such as referring the case back to the customer for further information, extending the response deadline, requesting contributions from multiple departments/stakeholders, or responding directly to the requester. The solution includes definable SLA's and supporting escalations to ensure requests

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are handled within appropriate time scales, optional approval stages, customisable response templates and customisable notifications to keep customers updated on progress. A follow-on internal review stage is also included allowing customers to appeal where they believe they have not been fairly treated.

This pre-built FOI solution can be enabled on your govService platform within very short time scales enabling clients to quickly and easily introduce new services.

A 1-pager is available here:

<https://view.highspot.com/viewer/613b634a55b5fdf1c5b435e8>

Costs for the FOI Module

£7,000 – Annual SaaS license for unlimited staff and admins

£15,500 – Implementation and configuration